














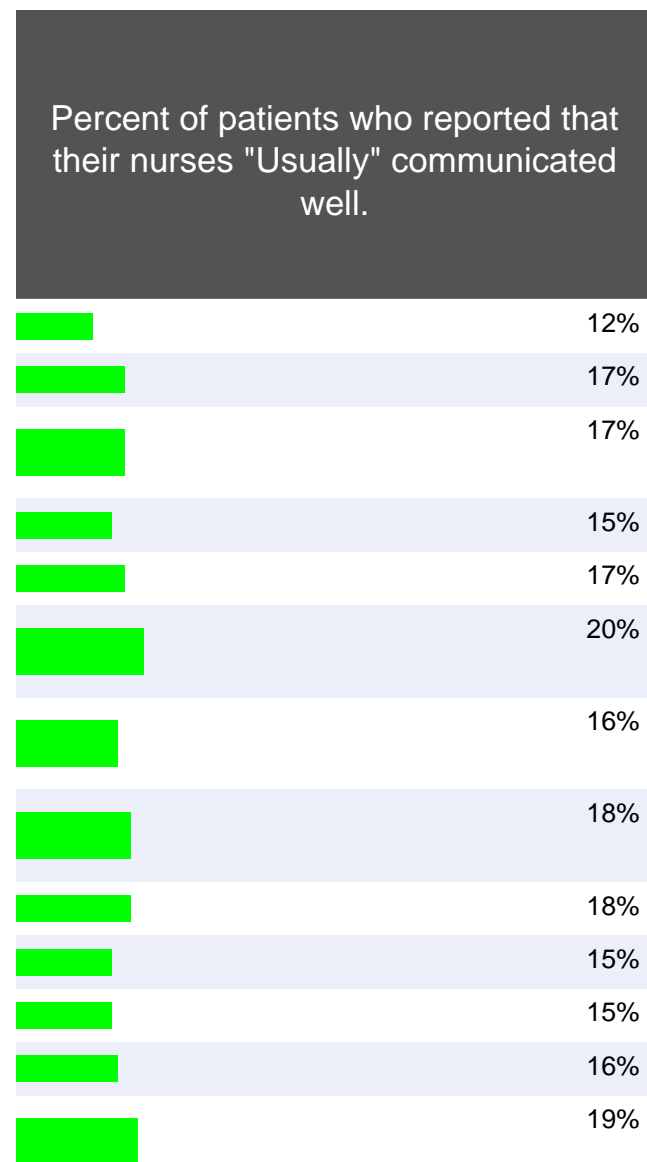
Louisiana hosp. view 1/12/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Hospital Name	City	Percent of patients who reported that their nurses "Sometimes" or "Never" communicated well.	
ABBEVILLE GENERAL HOSPITAL	ABBEVILLE		4%
AMERICAN LEGION HOSPITAL	CROWLEY		8%
BATON ROUGE GENERAL MEDICAL CENTER	BATON ROUGE		5%
BEAUREGARD MEMORIAL HOSPITAL	DERIDDER		6%
BYRD REGIONAL HOSPITAL	LEESVILLE		7%
CHARITY HOSPITAL & MED CENTER OF LA AT NO	NEW ORLEANS		15%
CHRISTUS SCHUMPERT HEALTH SYSTEM	SHREVEPORT		5%
CHRISTUS ST FRANCES CABRINI HOSPITAL	ALEXANDRIA		5%
CHRISTUS ST PATRICK HOSPITAL	LAKE CHARLES		6%
DAUTERIVE HOSPITAL	NEW IBERIA		6%
E A CONWAY MEDICAL CENTER	MONROE		9%
EARL K LONG MEDICAL CENTER	BATON ROUGE		8%
EAST JEFFERSON GENERAL HOSPITAL	METAIRIE		5%

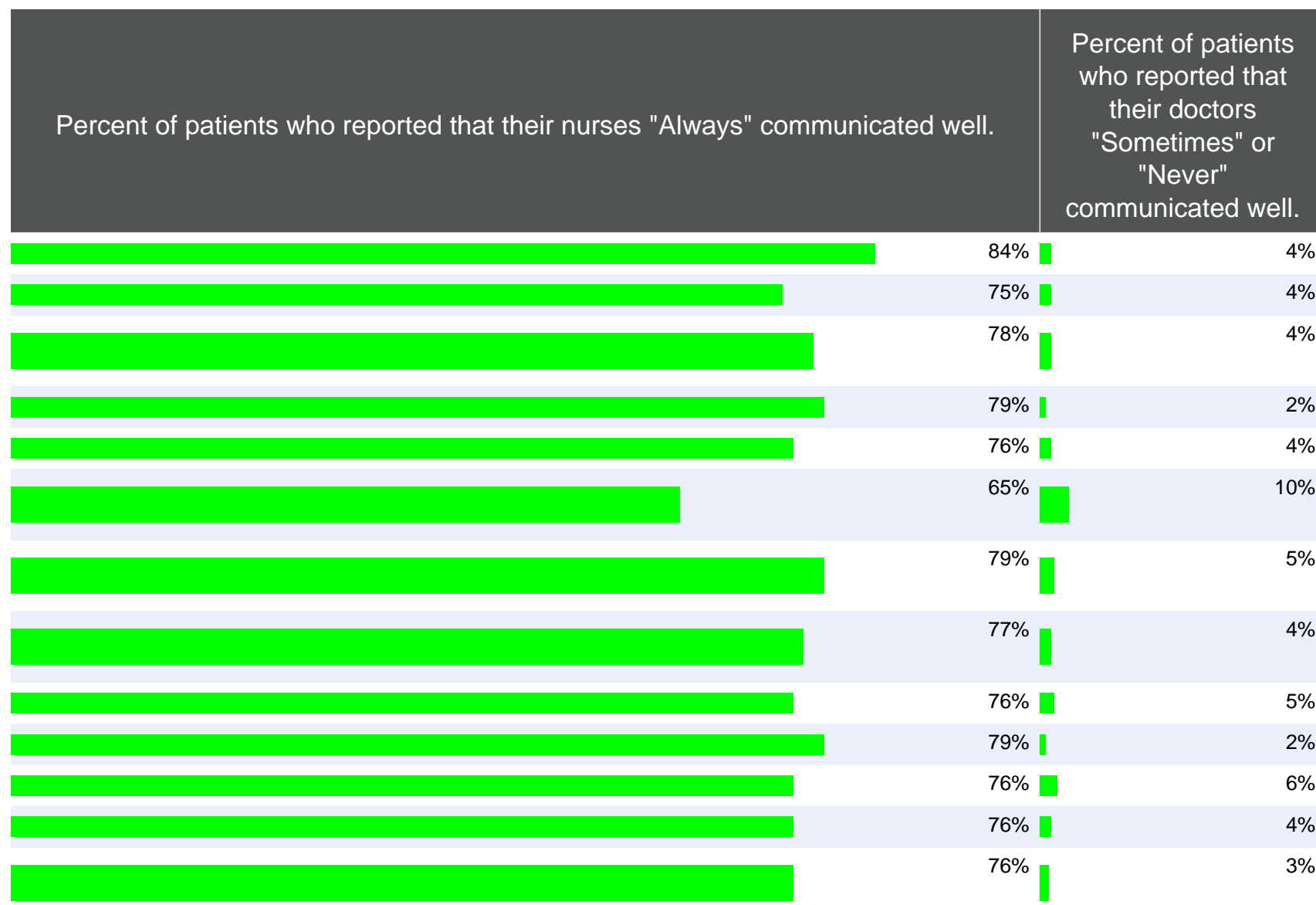
Louisiana hosp. view 1/12/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



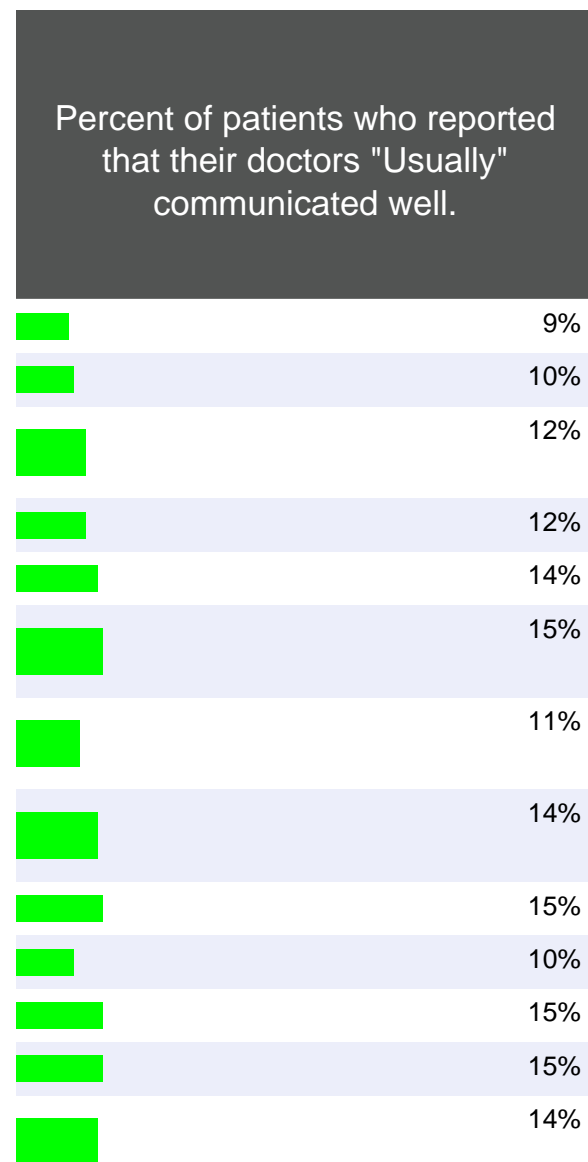
Louisiana hosp. view 1/12/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Louisiana hosp. view 1/12/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Louisiana hosp. view 1/12/2011

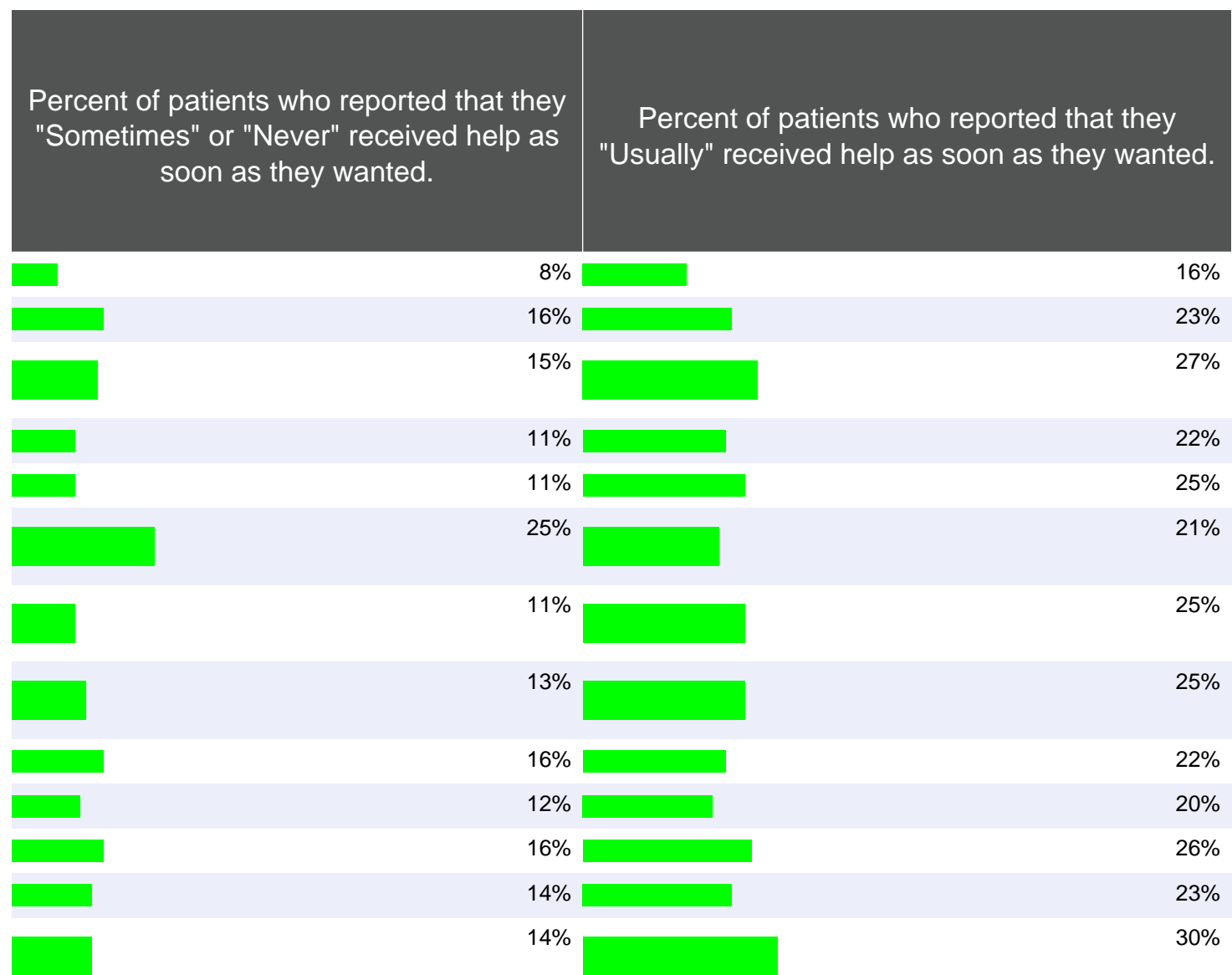
Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that their doctors "Always" communicated well.



Louisiana hosp. view 1/12/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Louisiana hosp. view 1/12/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

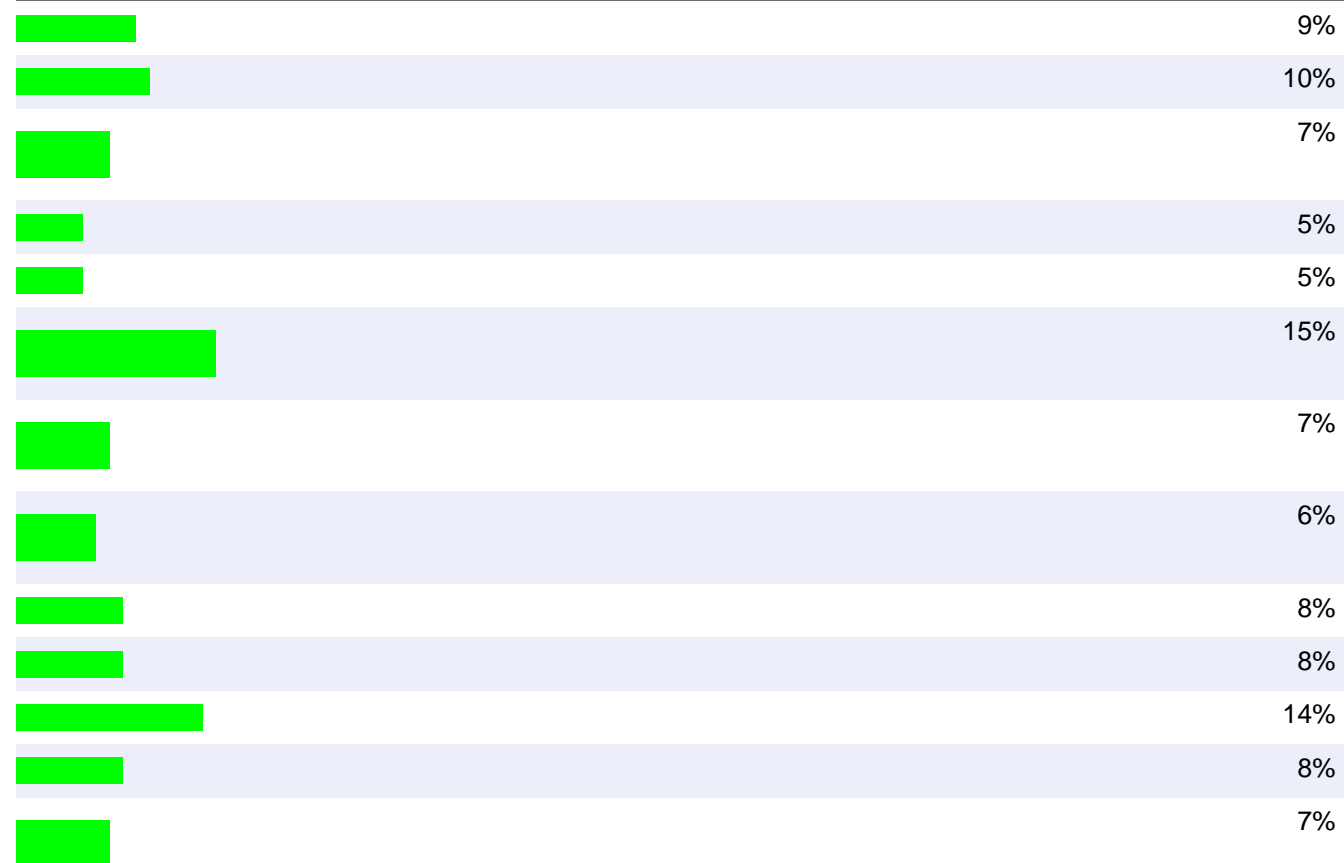
Percent of patients who reported that they "Always" received help as soon as they wanted.



Louisiana hosp. view 1/12/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

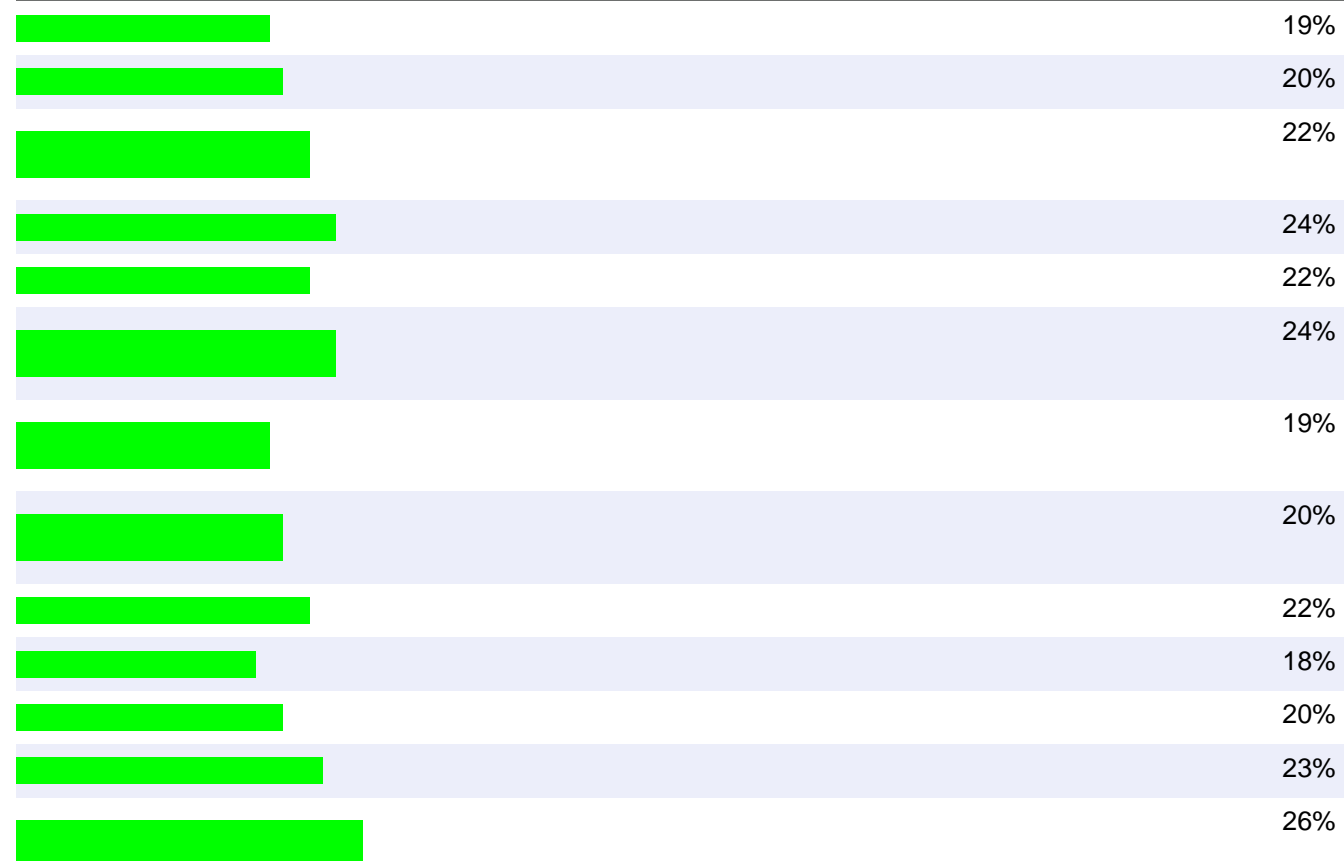
Percent of patients who reported that their pain was "Sometimes" or "Never" well controlled.



Louisiana hosp. view 1/12/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that their pain was "Usually" well controlled.



Louisiana hosp. view 1/12/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

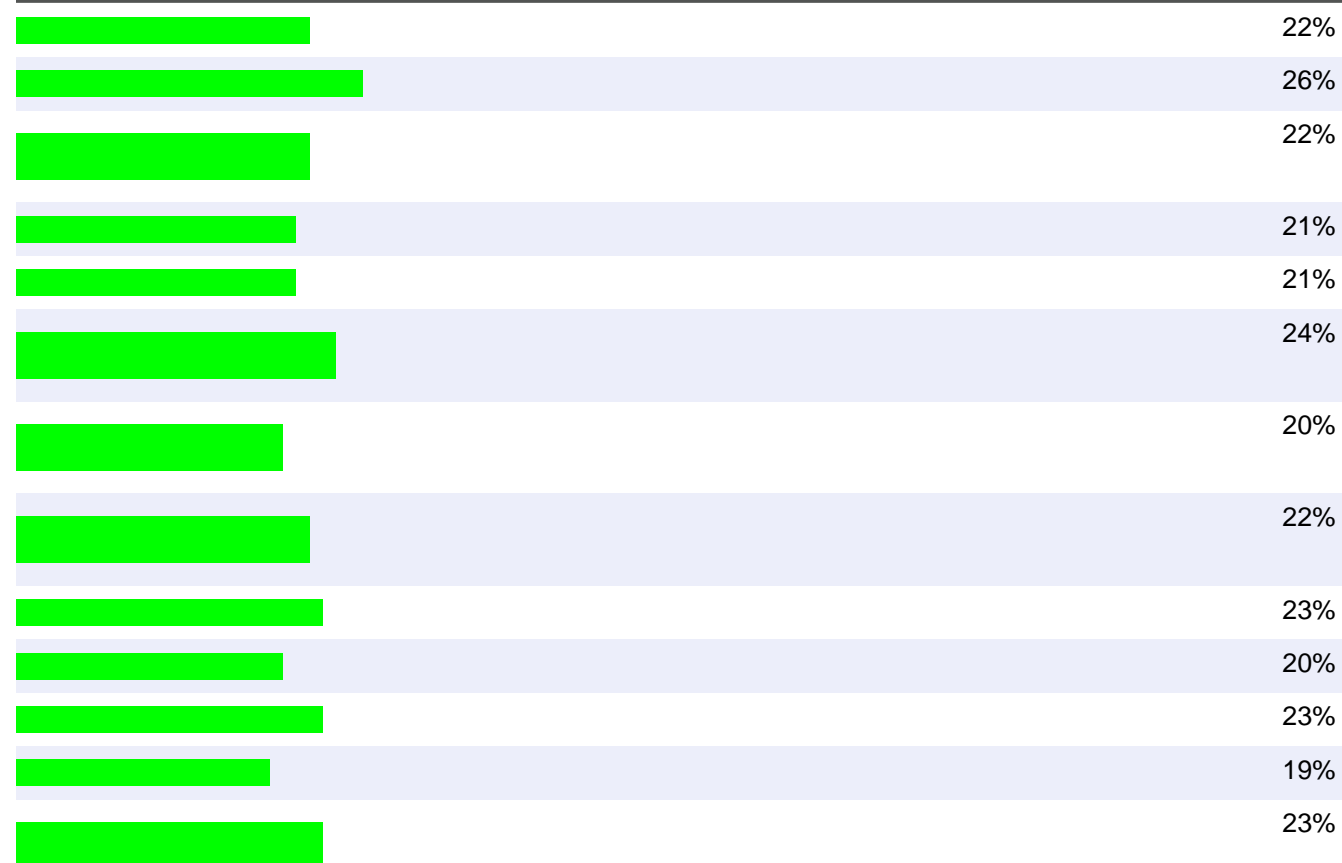
Percent of patients who reported that their pain was "Always" well controlled.



Louisiana hosp. view 1/12/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

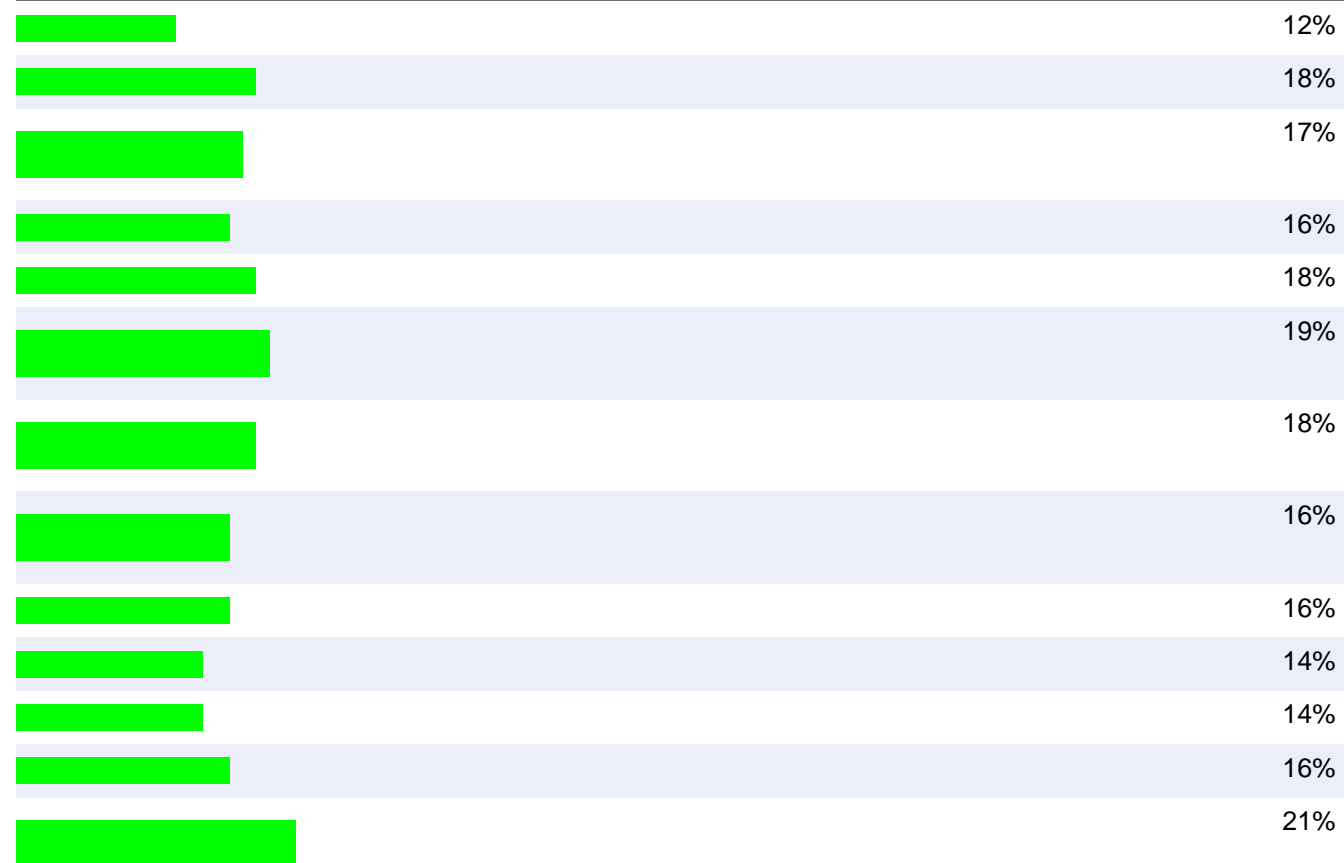
Percent of patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them.



Louisiana hosp. view 1/12/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that staff "Usually" explained about medicines before giving it to them.



Louisiana hosp. view 1/12/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

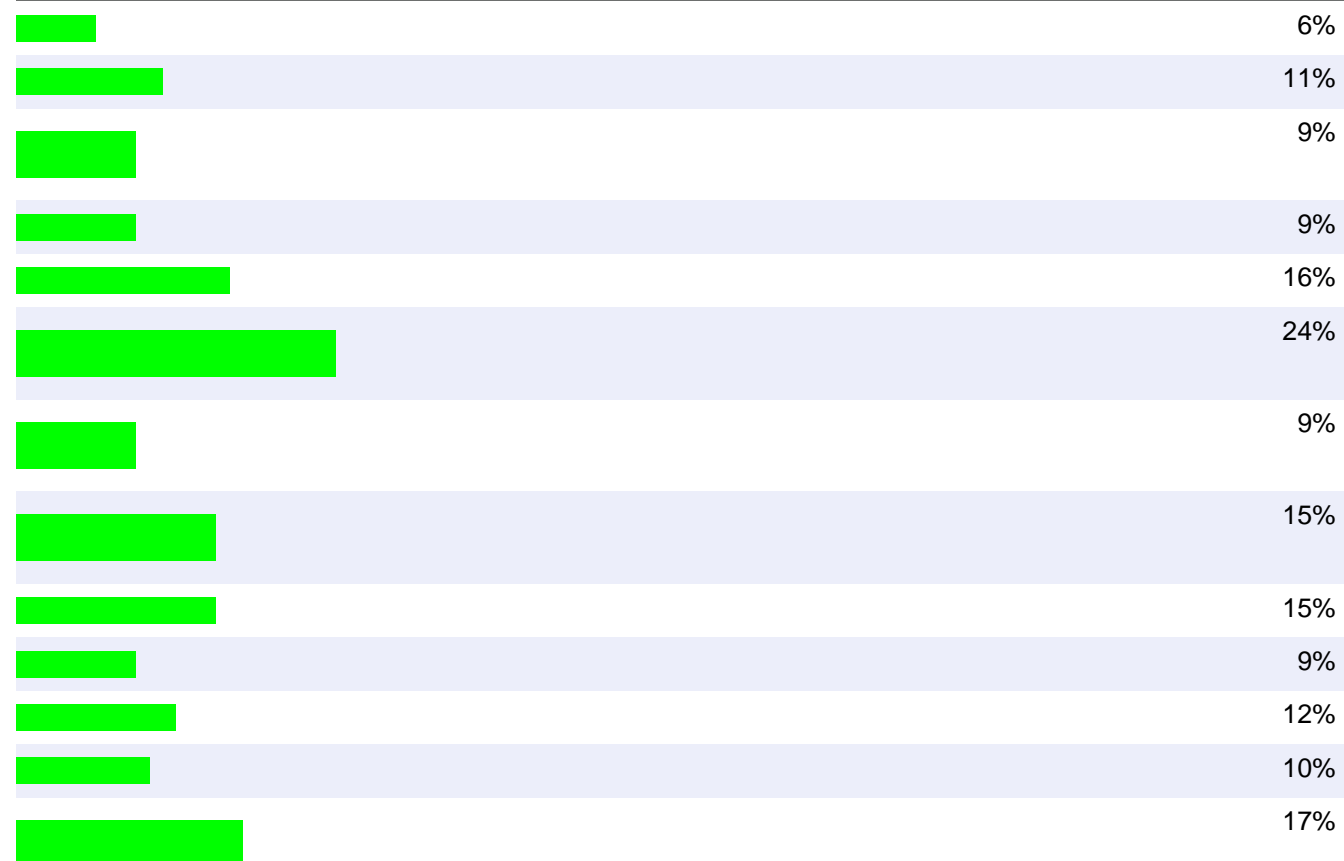
Percent of patients who reported that staff "Always" explained about medicines before giving it to them.



Louisiana hosp. view 1/12/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

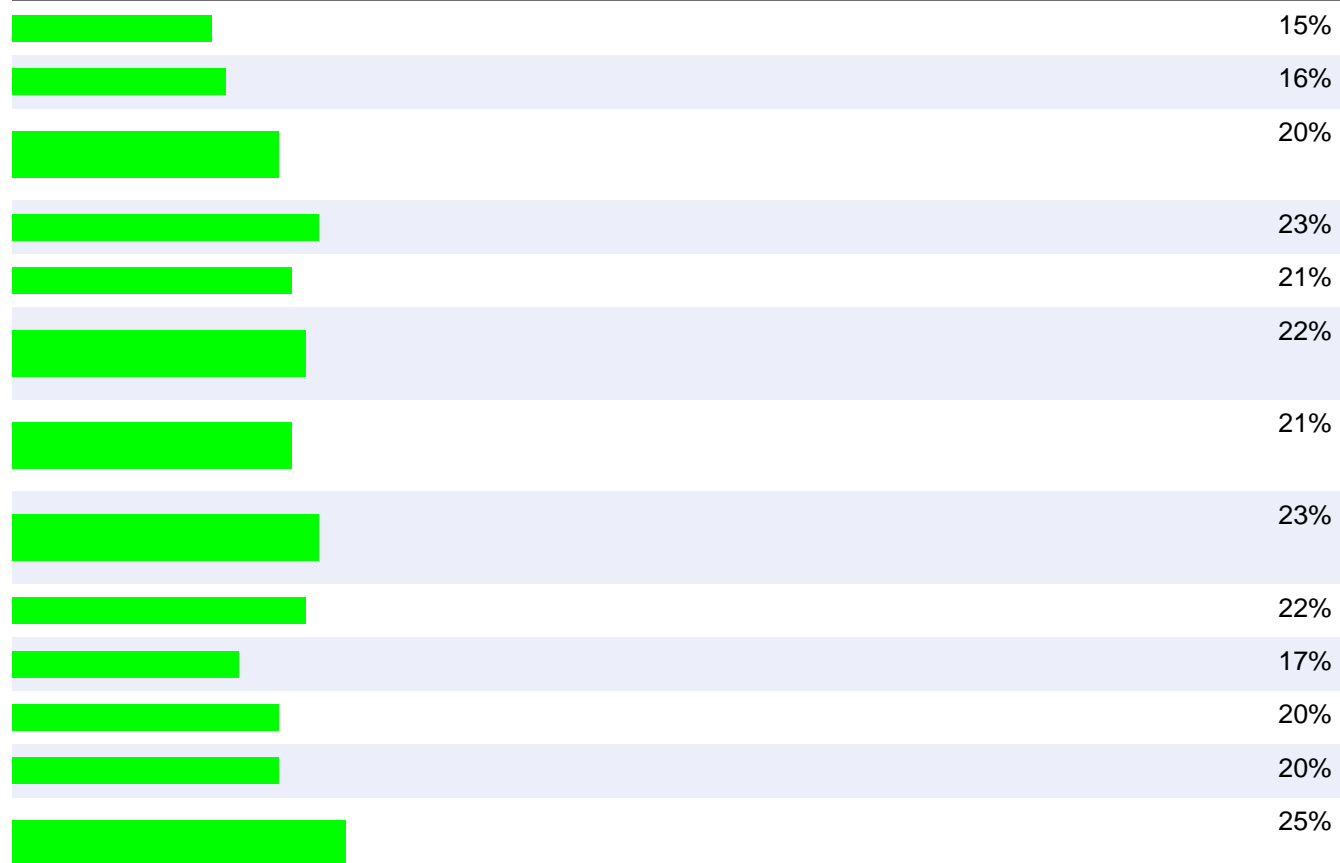
Percent of patients who reported that their room and bathroom were "Sometimes" or "Never" clean.



Louisiana hosp. view 1/12/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that their room and bathroom were "Usually" clean.



Louisiana hosp. view 1/12/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

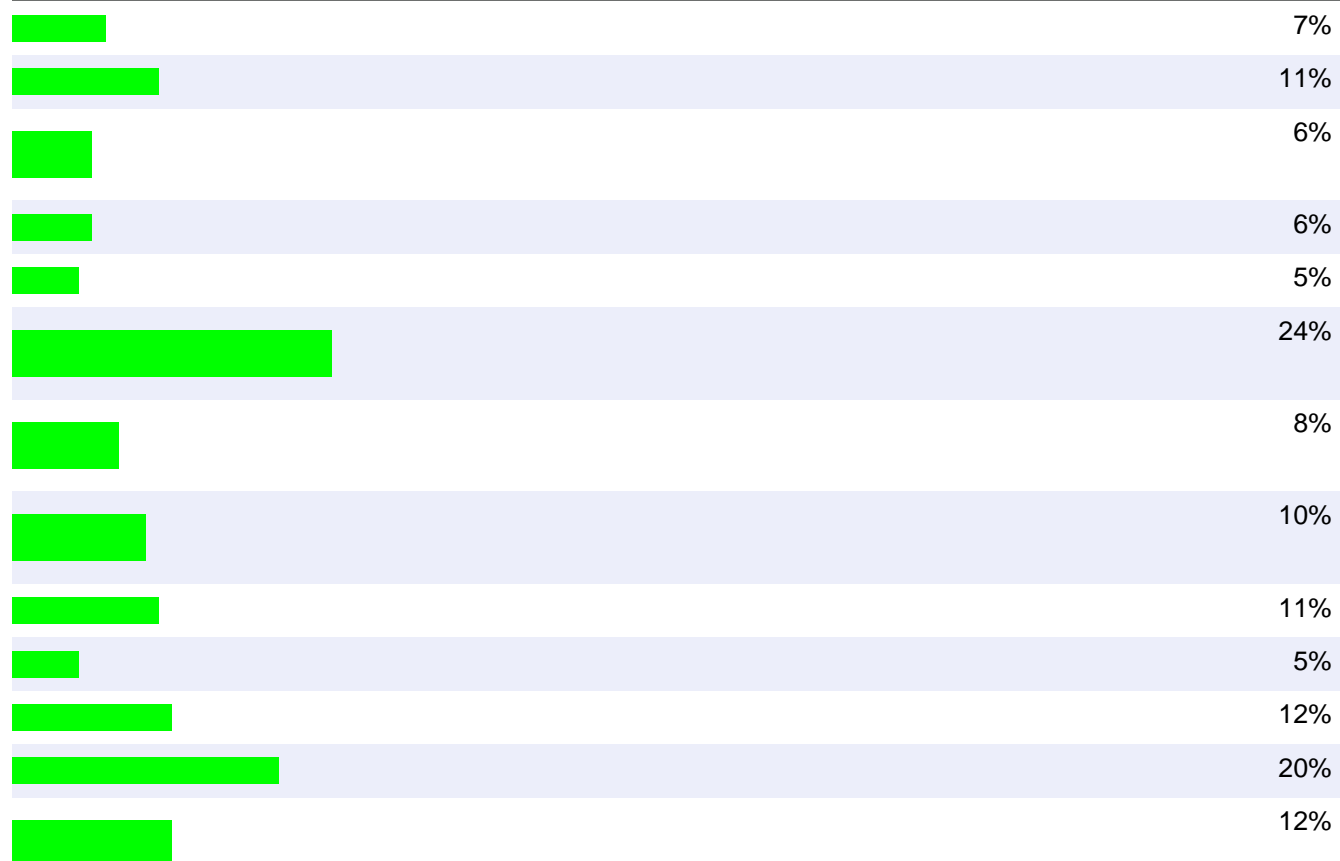
Percent of patients who reported that their room and bathroom were "Always" clean.



Louisiana hosp. view 1/12/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

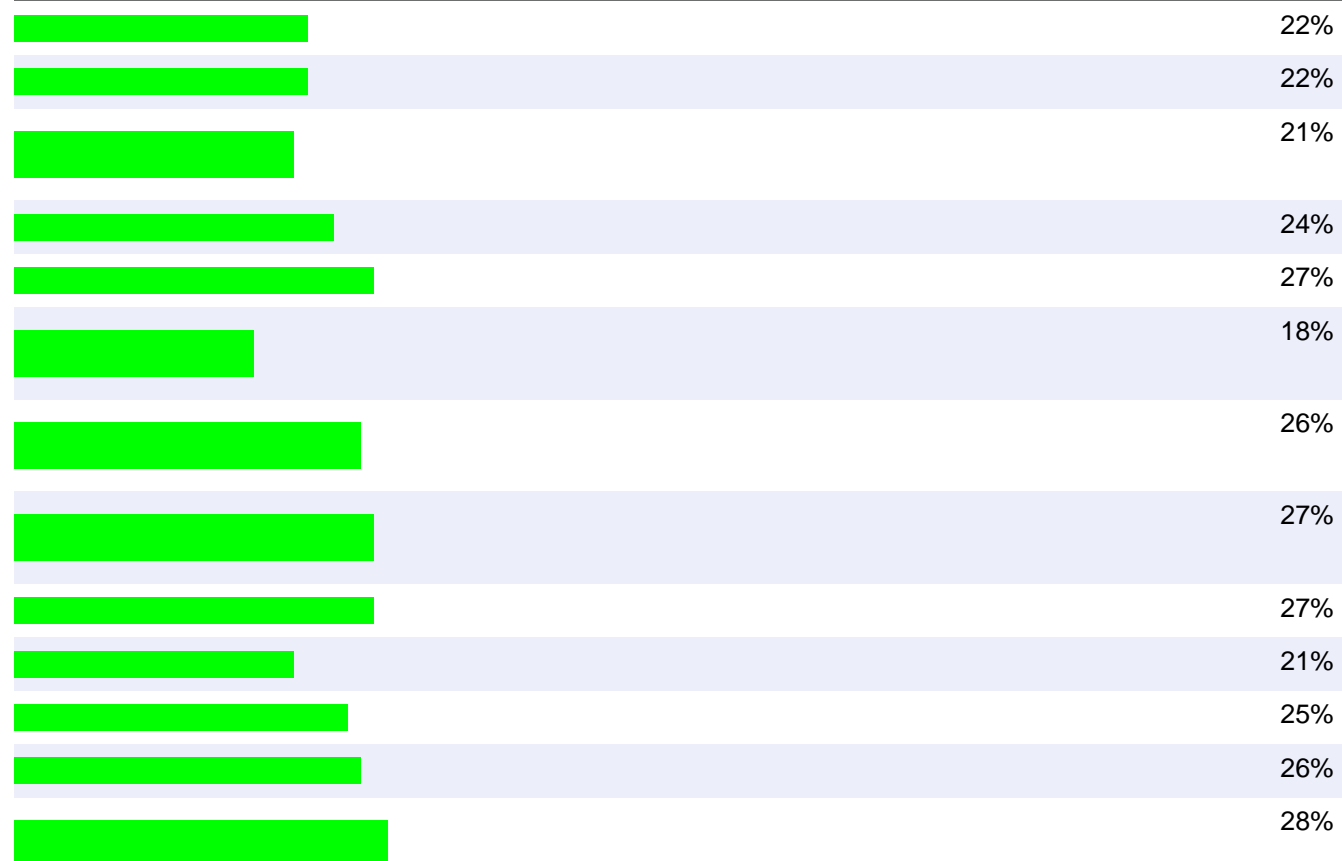
Percent of patients who reported that the area around their room was "Sometimes" or "Never" quiet at night.



Louisiana hosp. view 1/12/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that the area around their room was "Usually" quiet at night.



Louisiana hosp. view 1/12/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that the area around their room was "Always" quiet at night.



Louisiana hosp. view 1/12/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

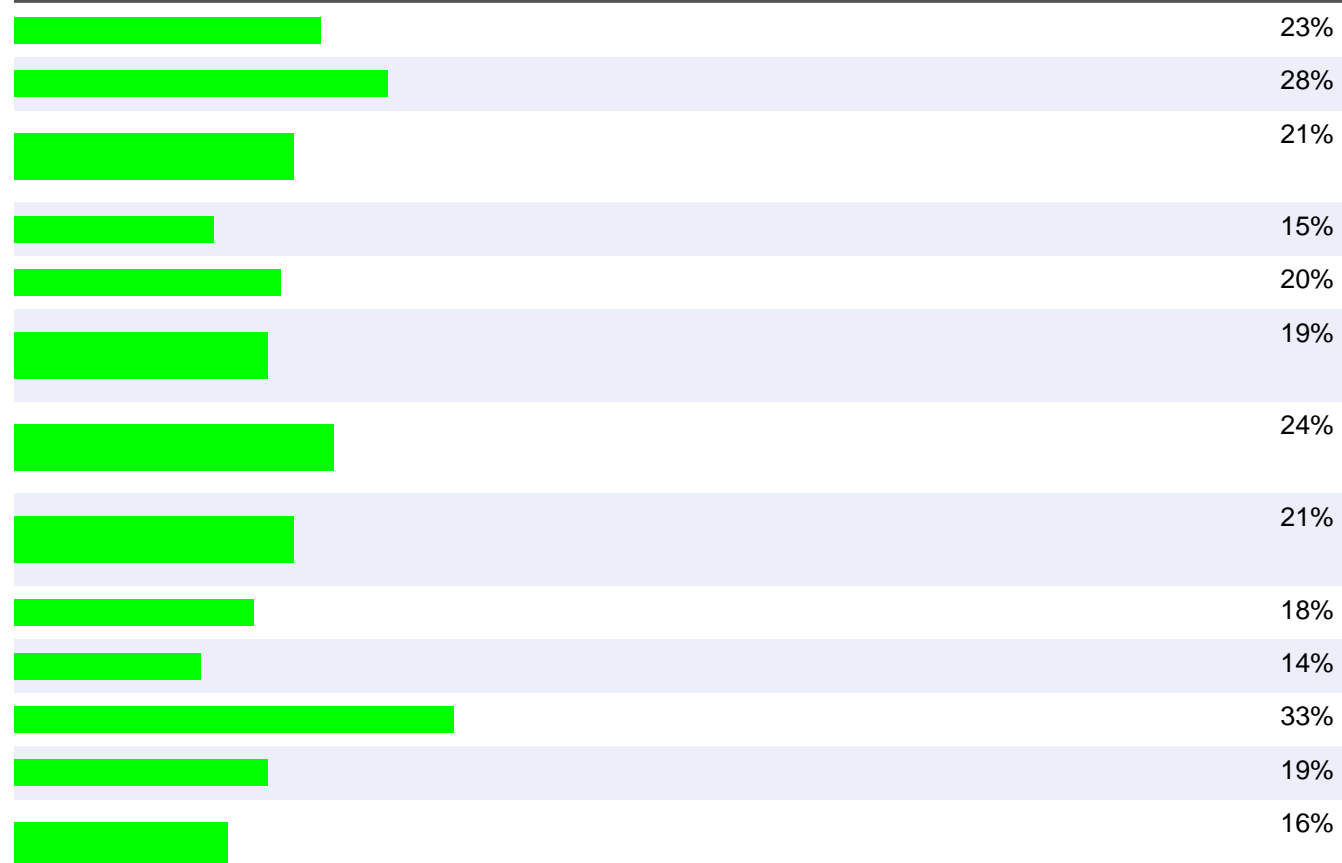
Percent of patients who reported that YES, they were given information about what to do during their recovery at home.



Louisiana hosp. view 1/12/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

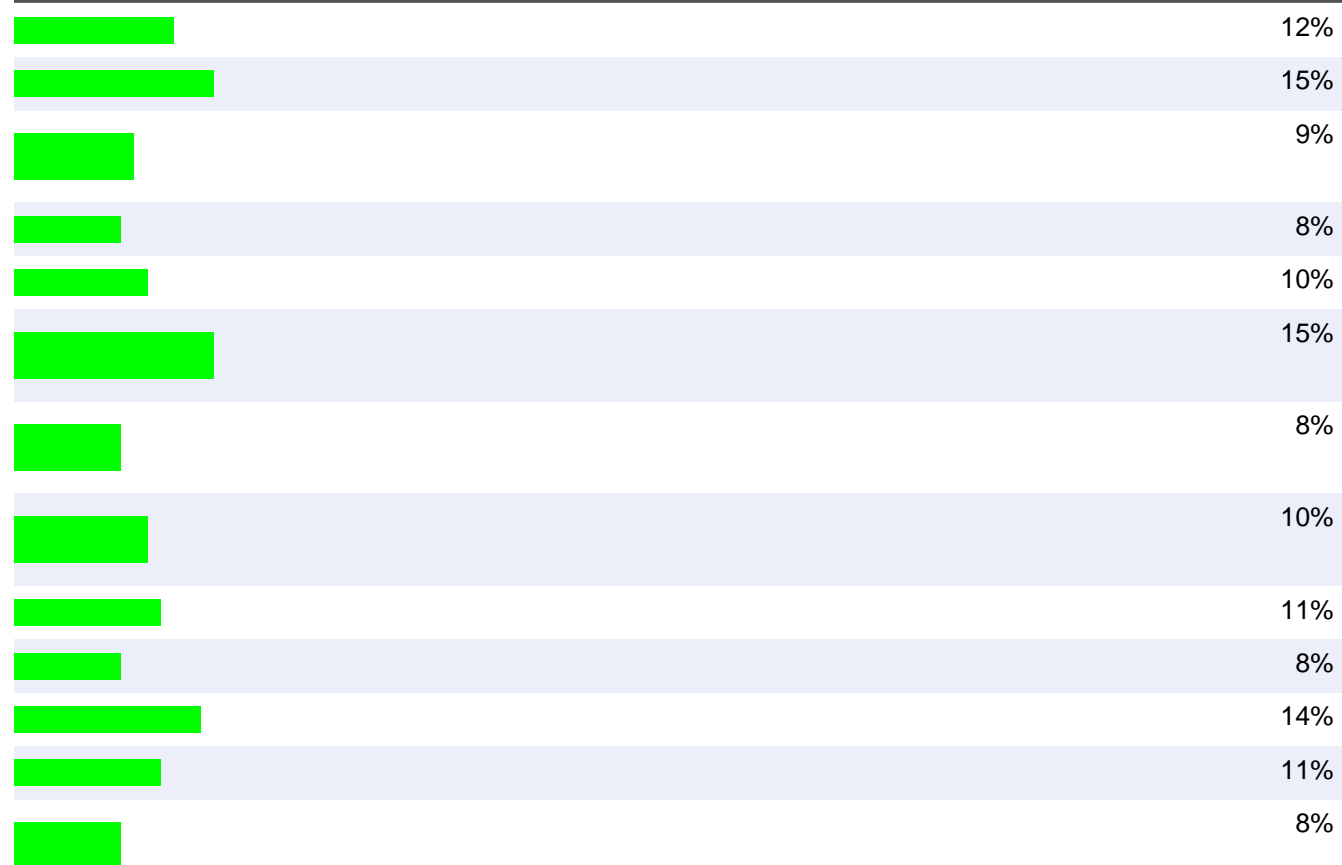
Percent of patients who reported that they were not given information about what to do during their recovery at home.



Louisiana hosp. view 1/12/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

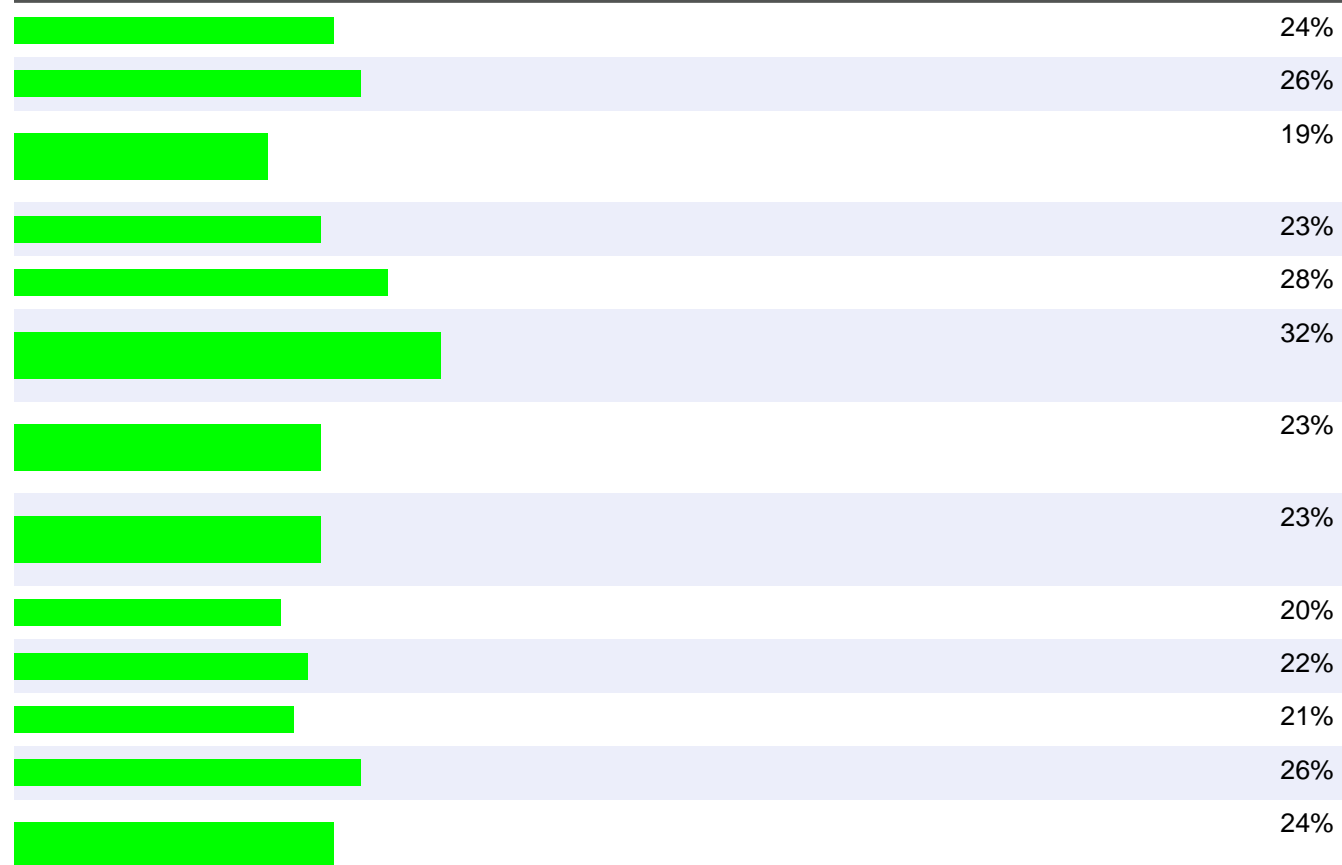
Percent of patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest).



Louisiana hosp. view 1/12/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest).



Louisiana hosp. view 1/12/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

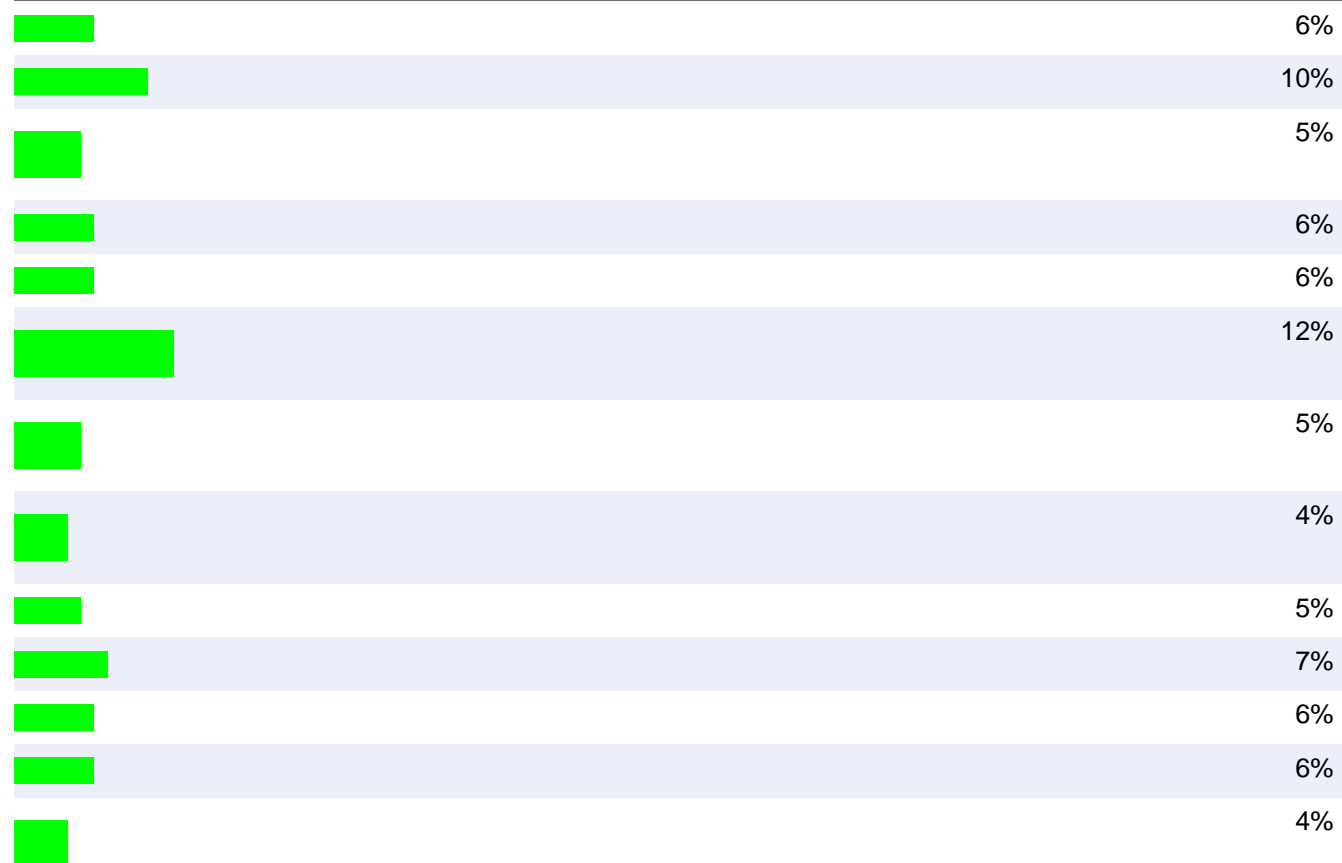
Percent of patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest).



Louisiana hosp. view 1/12/2011

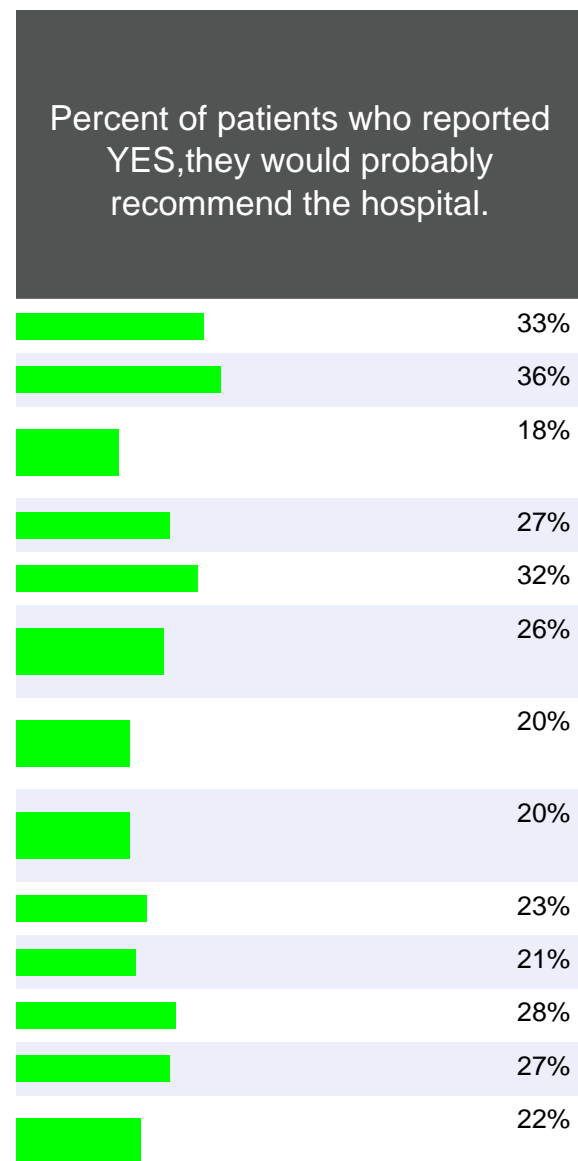
Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported NO,they would not recommend the hospital.



Louisiana hosp. view 1/12/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Louisiana hosp. view 1/12/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported YES, they would definitely recommend the hospital.



Louisiana hosp. view 1/12/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Number of Completed Surveys	Survey Response Rate Percent	
300 or more		21%
300 or more		21%
300 or more		21%
300 or more		28%
300 or more		24%
300 or more		22%
300 or more		32%
300 or more		30%
300 or more		31%
300 or more		25%
300 or more		16%
300 or more		21%
300 or more		32%

Louisiana hosp. view 1/12/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Survey Footnote	Hospital Footnote
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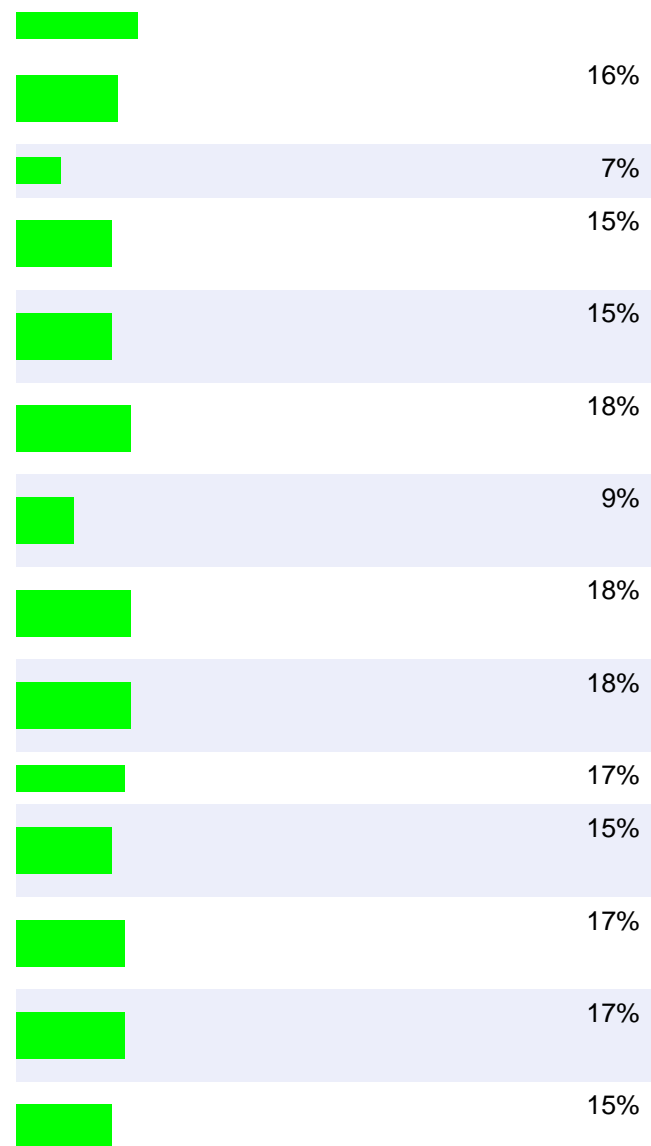
Louisiana hosp. view 1/12/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

HOSPITAL			
GLENWOOD REGIONAL MEDICAL CENTER	WEST MONROE		10%
HEART HOSPITAL OF LAFAYETTE	LAFAYETTE		0%
IBERIA GENERAL HOSPITAL AND MEDICAL CENTER	NEW IBERIA		4%
JENNINGS AMERICAN LEGION HOSPITAL	JENNINGS		4%
LAFAYETTE GENERAL MEDICAL CENTER	LAFAYETTE		6%
LAFAYETTE SURGICAL SPECIALTY HOSPITAL	LAFAYETTE		1%
LAKE CHARLES MEMORIAL HOSPITAL	LAKE CHARLES		5%
LAKEVIEW REGIONAL MEDICAL CENTER	COVINGTON		6%
LANE REGIONAL MEDICAL CENTER	ZACHARY		4%
LEONARD J CHABERT MEDICAL CENTER	HOUMA		7%
LOUISIANA MEDICAL CENTER AND HEART HOSPITAL, LLC	LACOMBE		4%
LSU HEALTH SCIENCES CENTER - SHREVEPORT	SHREVEPORT		9%
MERCY REGIONAL MEDICAL CENTER	VILLE PLATTE		6%

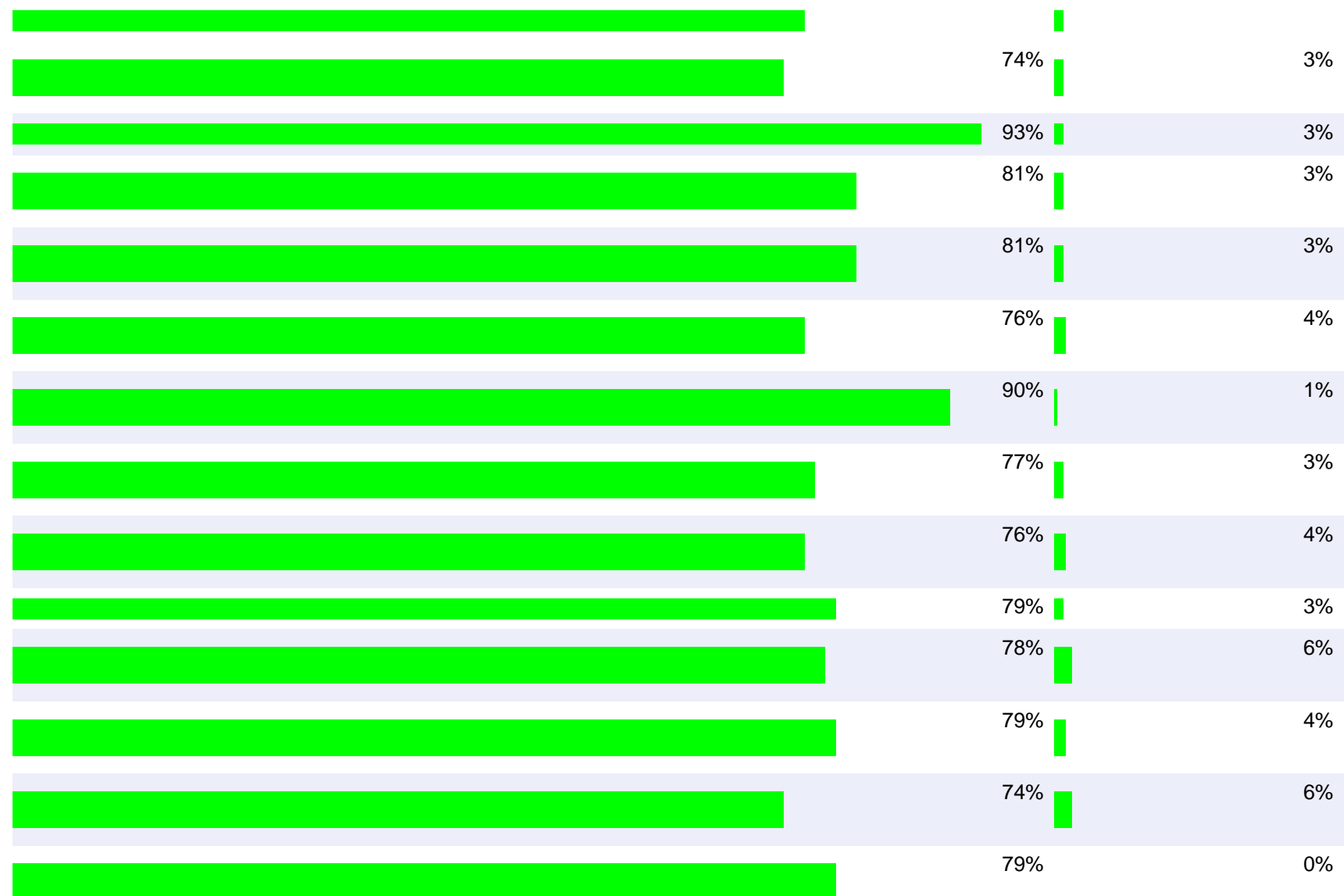
Louisiana hosp. view 1/12/2011

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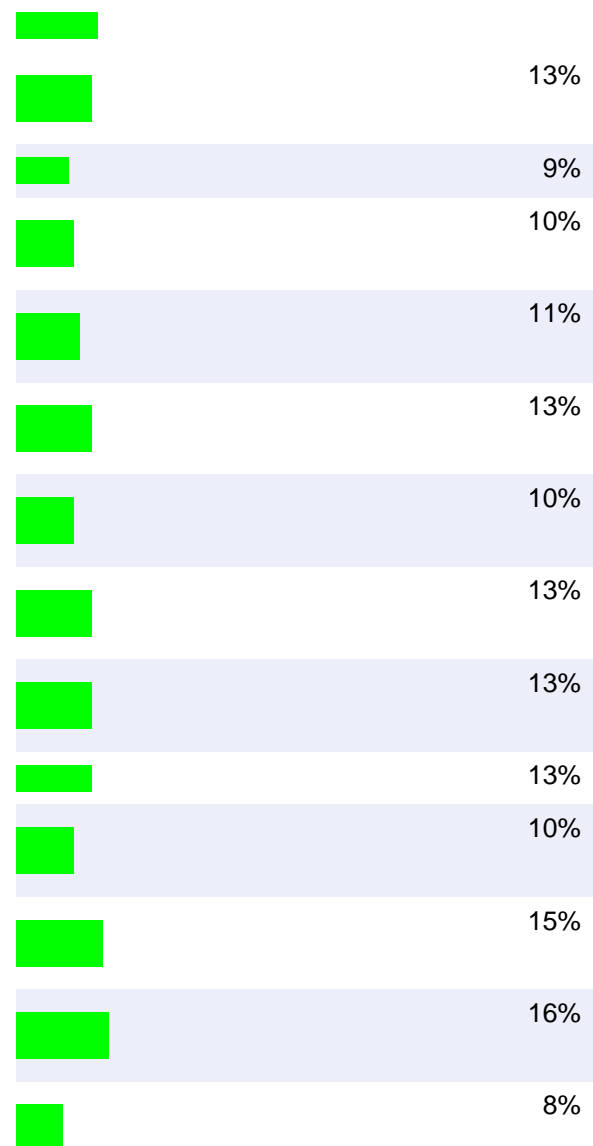
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Louisiana hosp. view 1/12/2011

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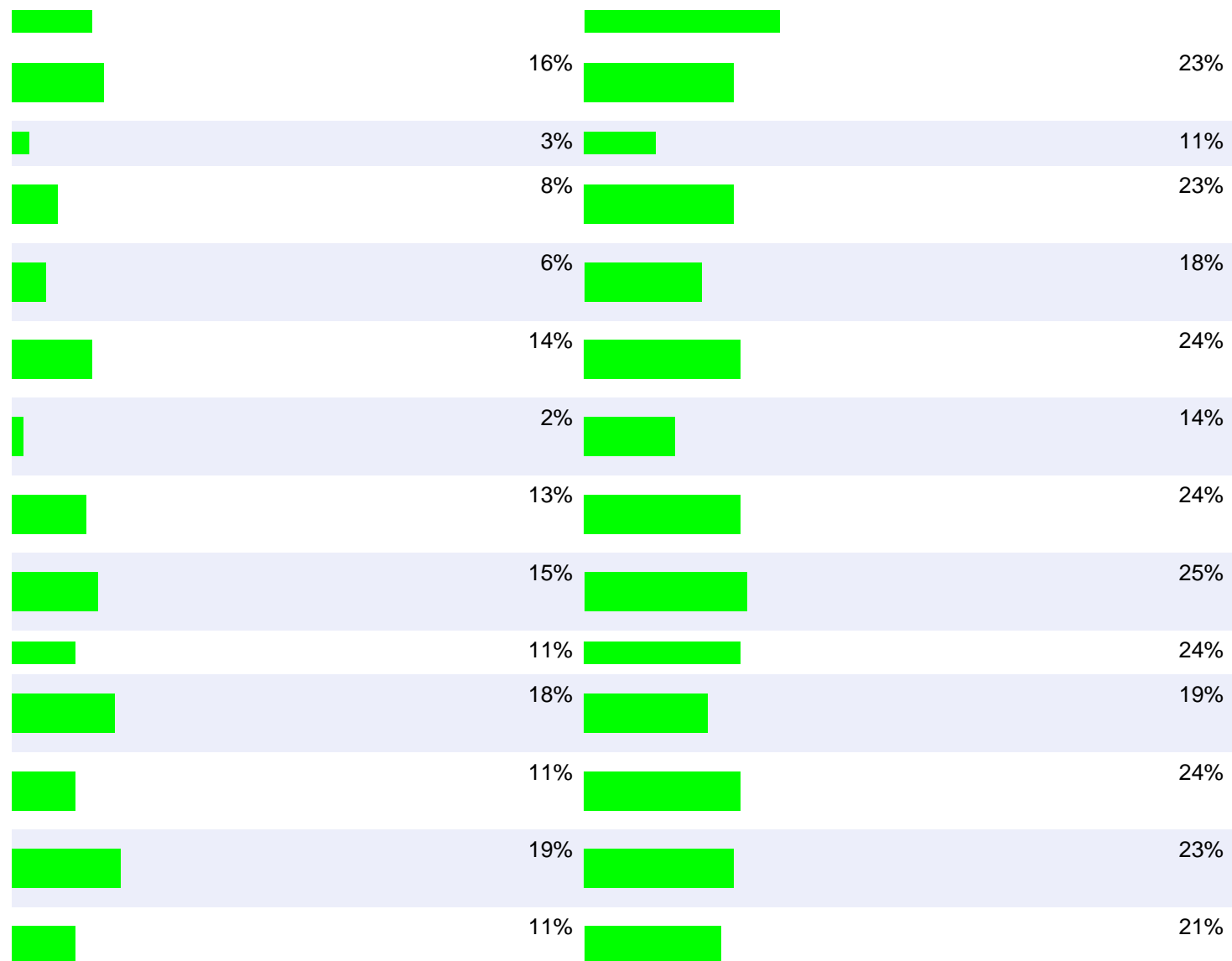
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Louisiana hosp. view 1/12/2011

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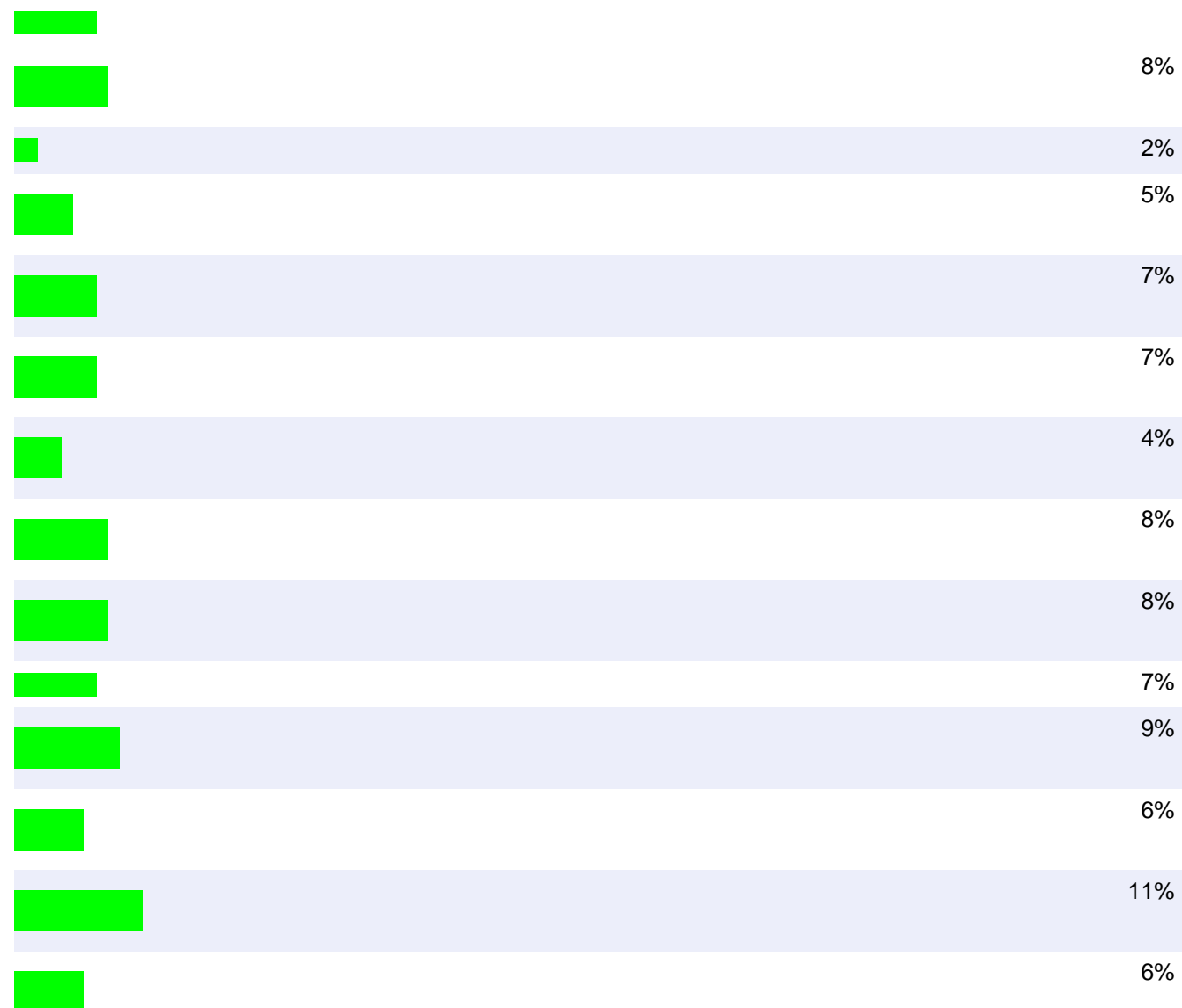
Louisiana hosp. view 1/12/2011

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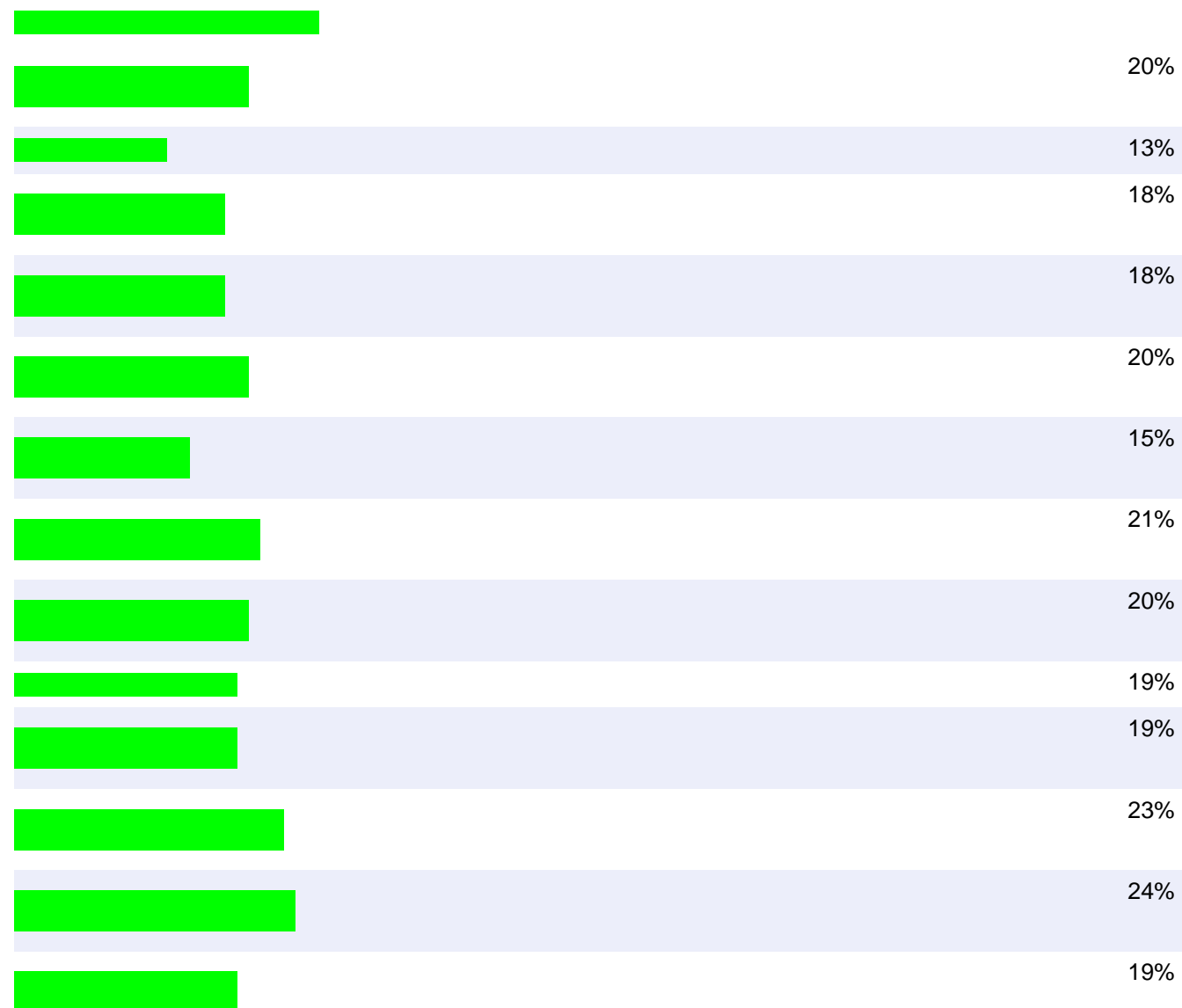
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Louisiana hosp. view 1/12/2011

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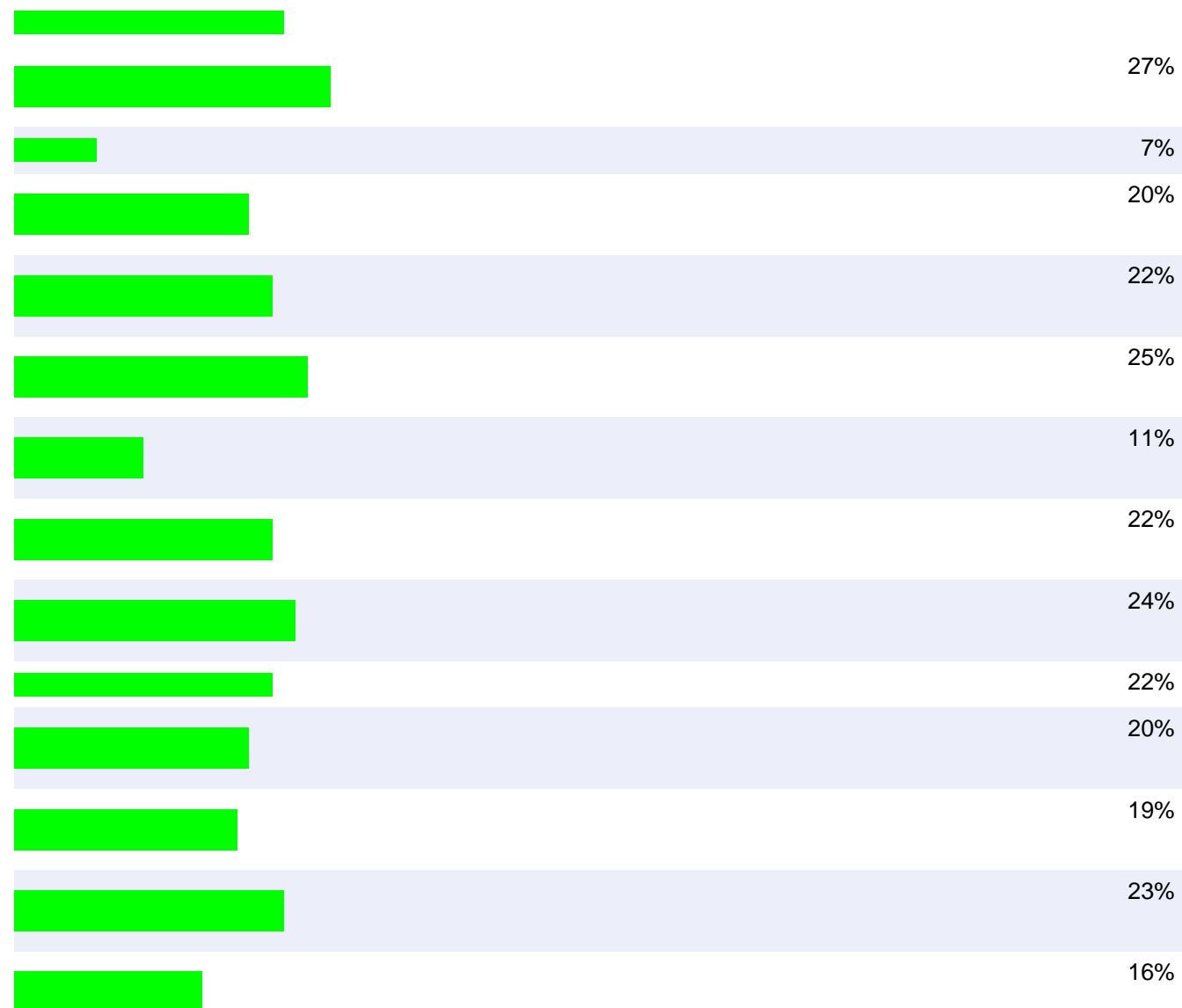
Louisiana hosp. view 1/12/2011

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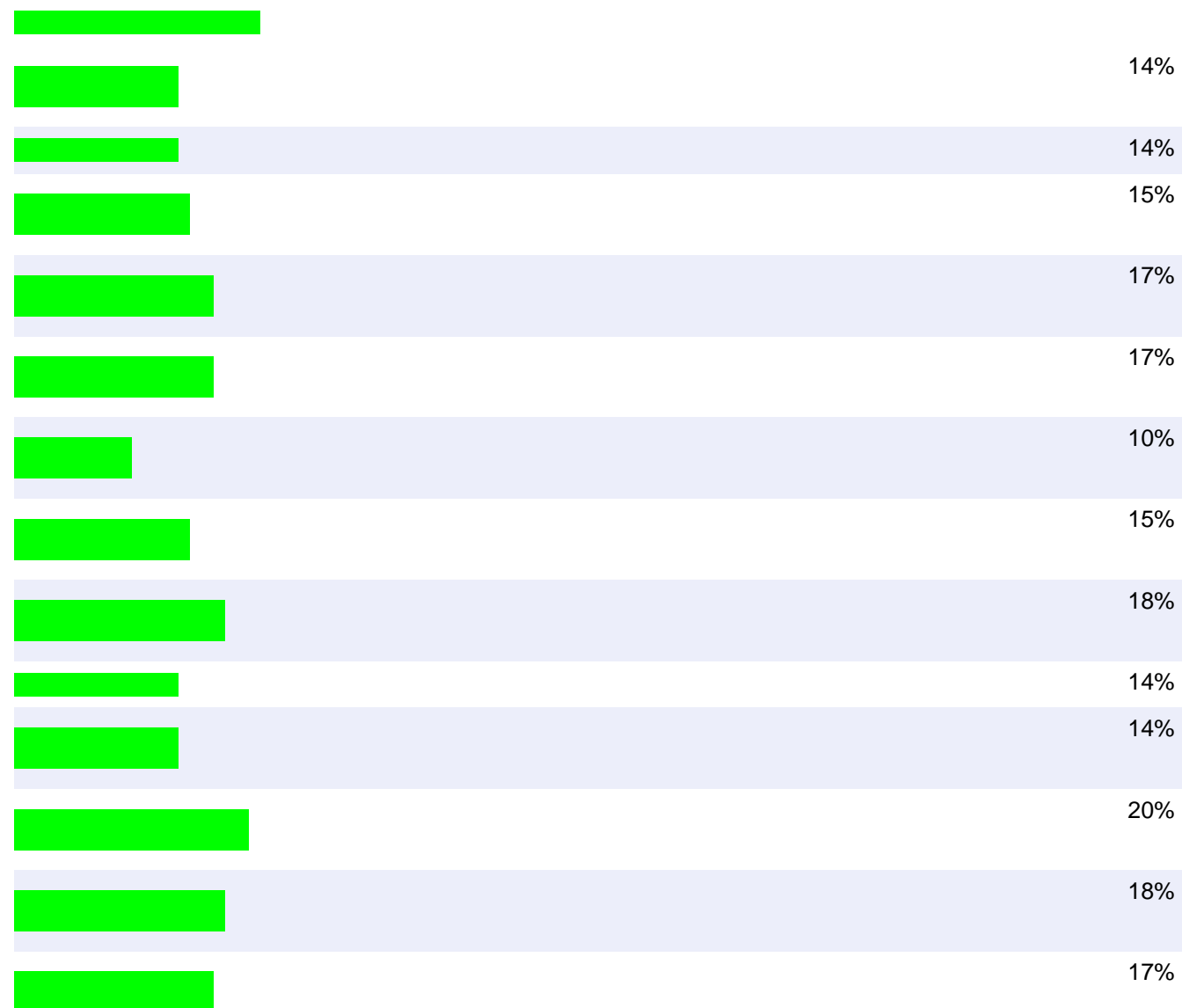
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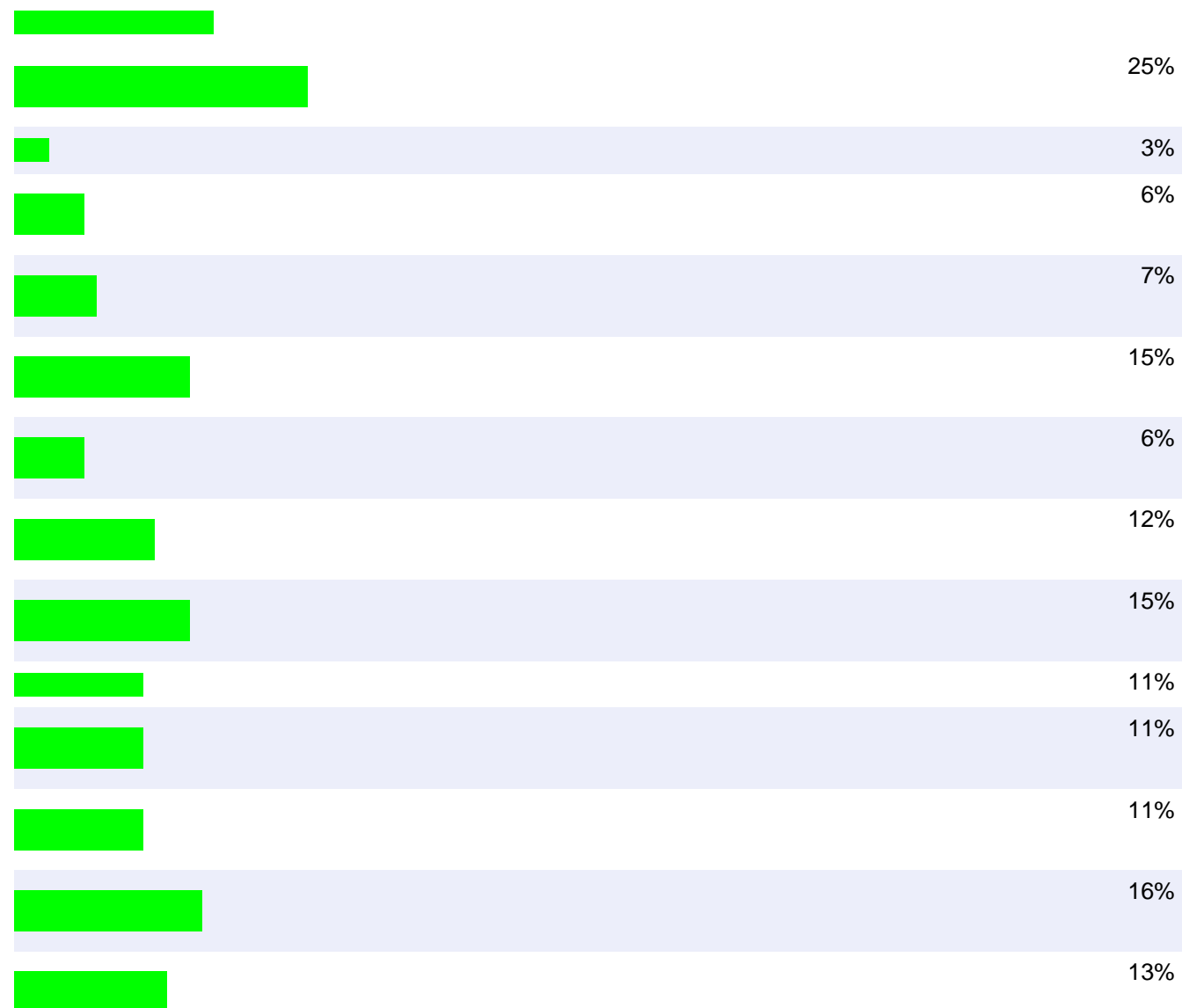
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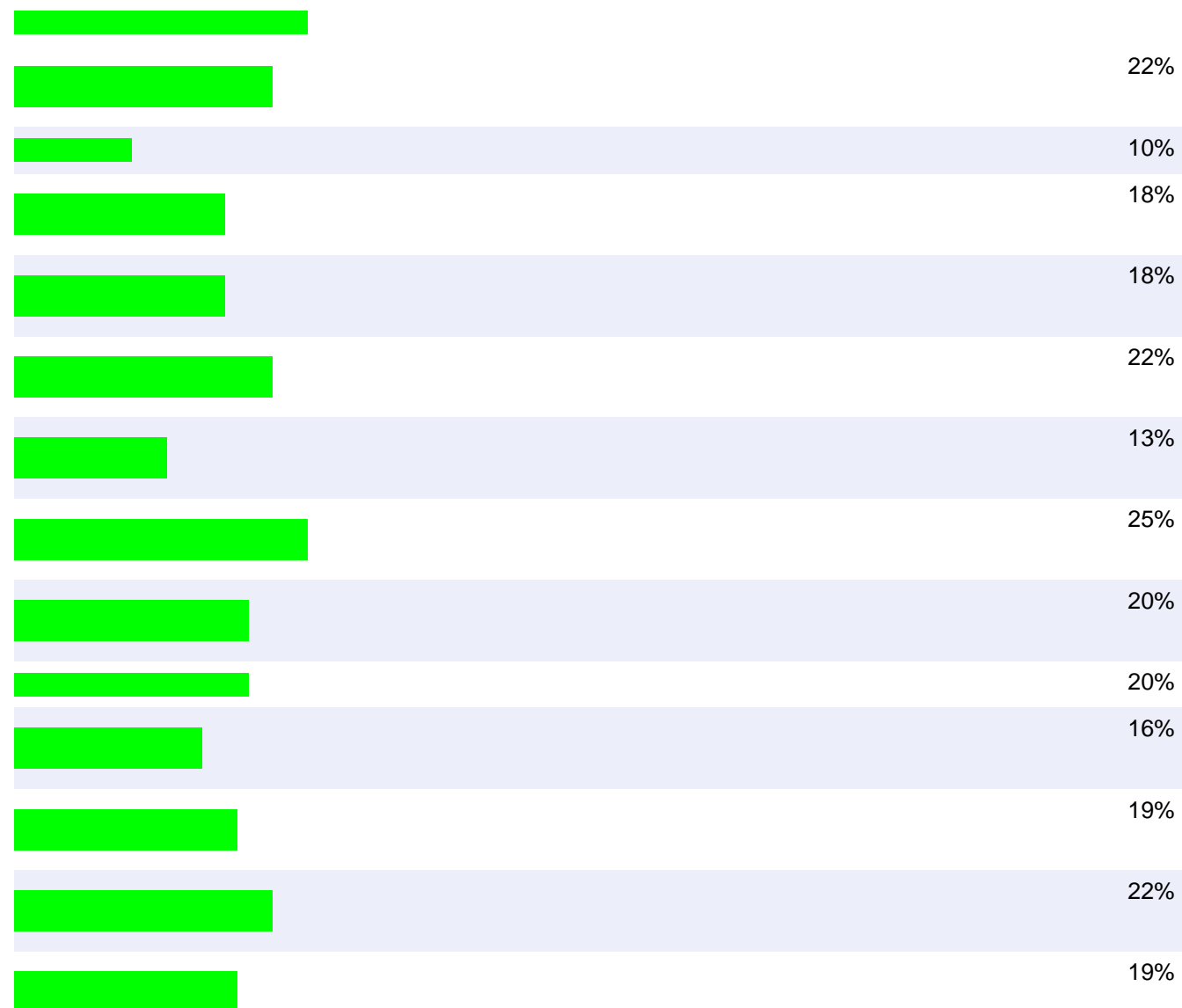
Louisiana hosp. view 1/12/2011

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Louisiana hosp. view 1/12/2011

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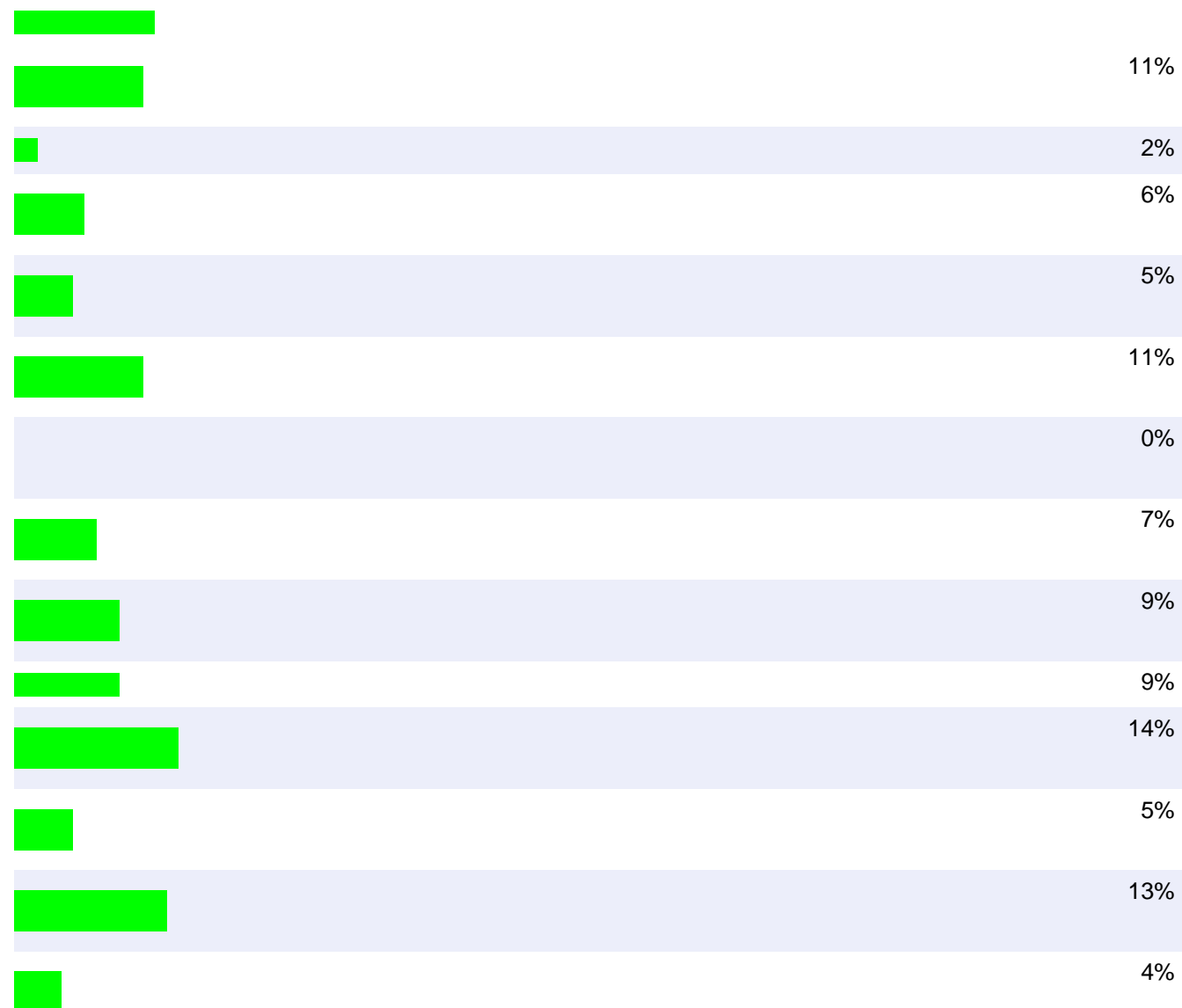
Louisiana hosp. view 1/12/2011

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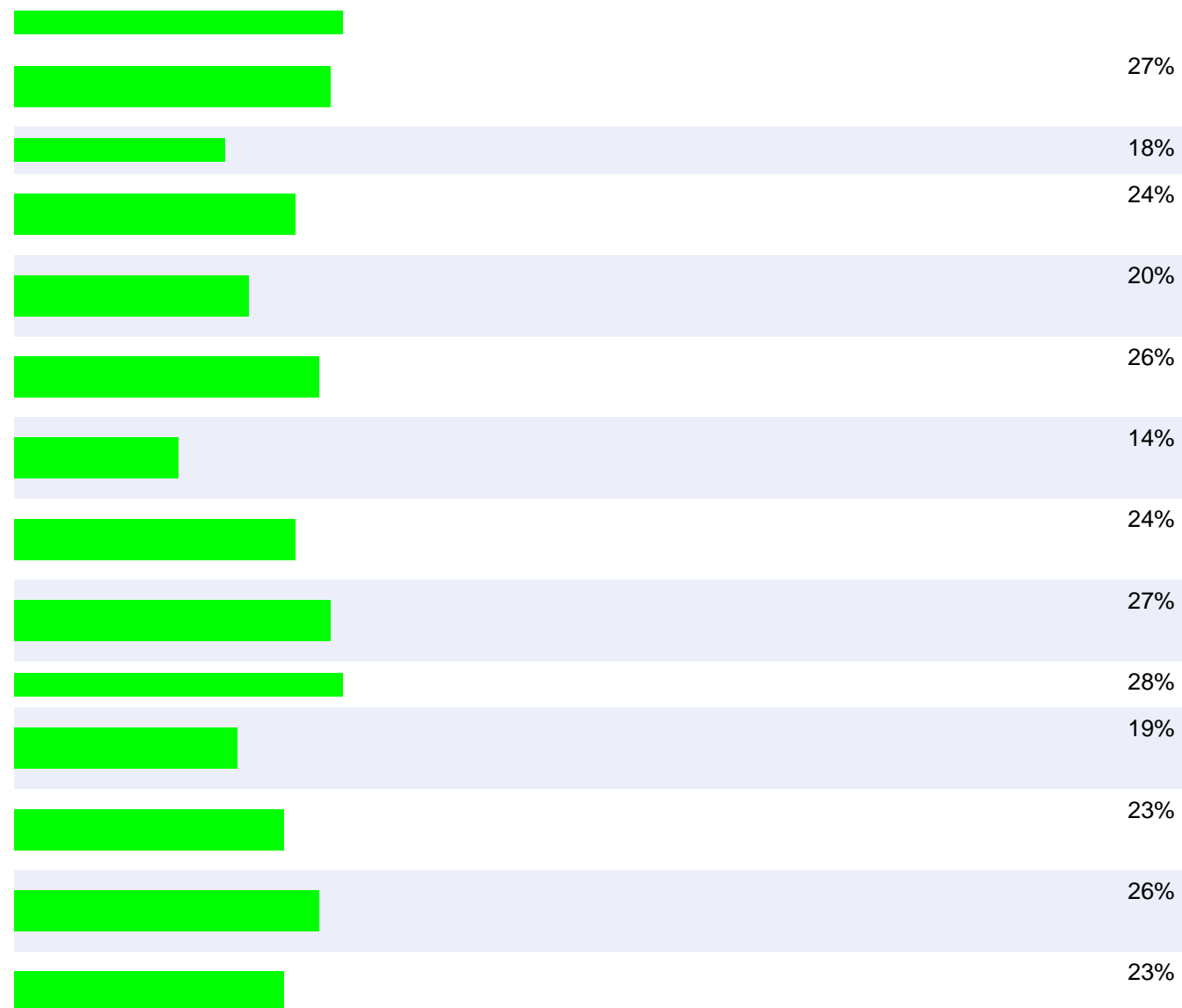
Louisiana hosp. view 1/12/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



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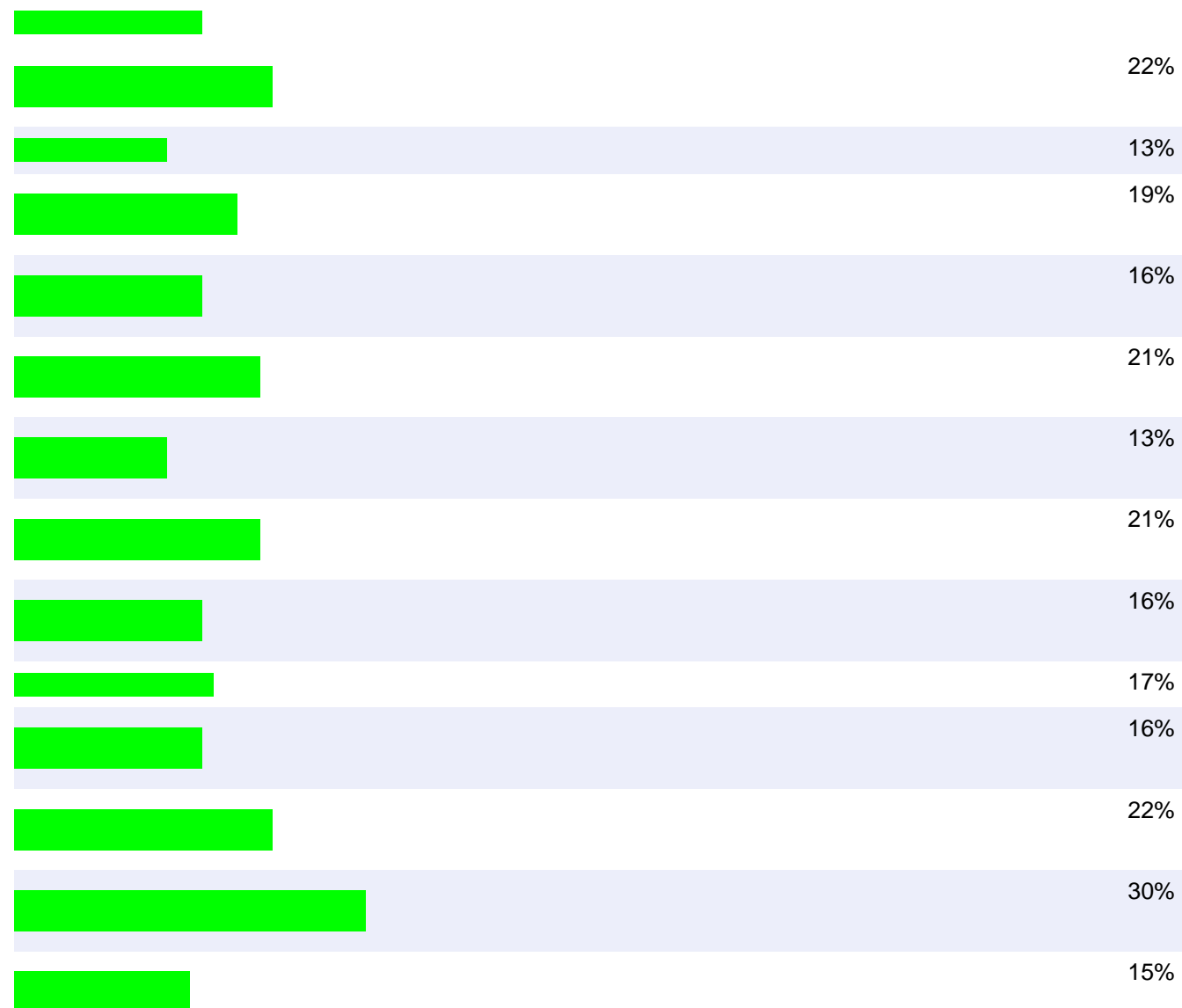
Louisiana hosp. view 1/12/2011

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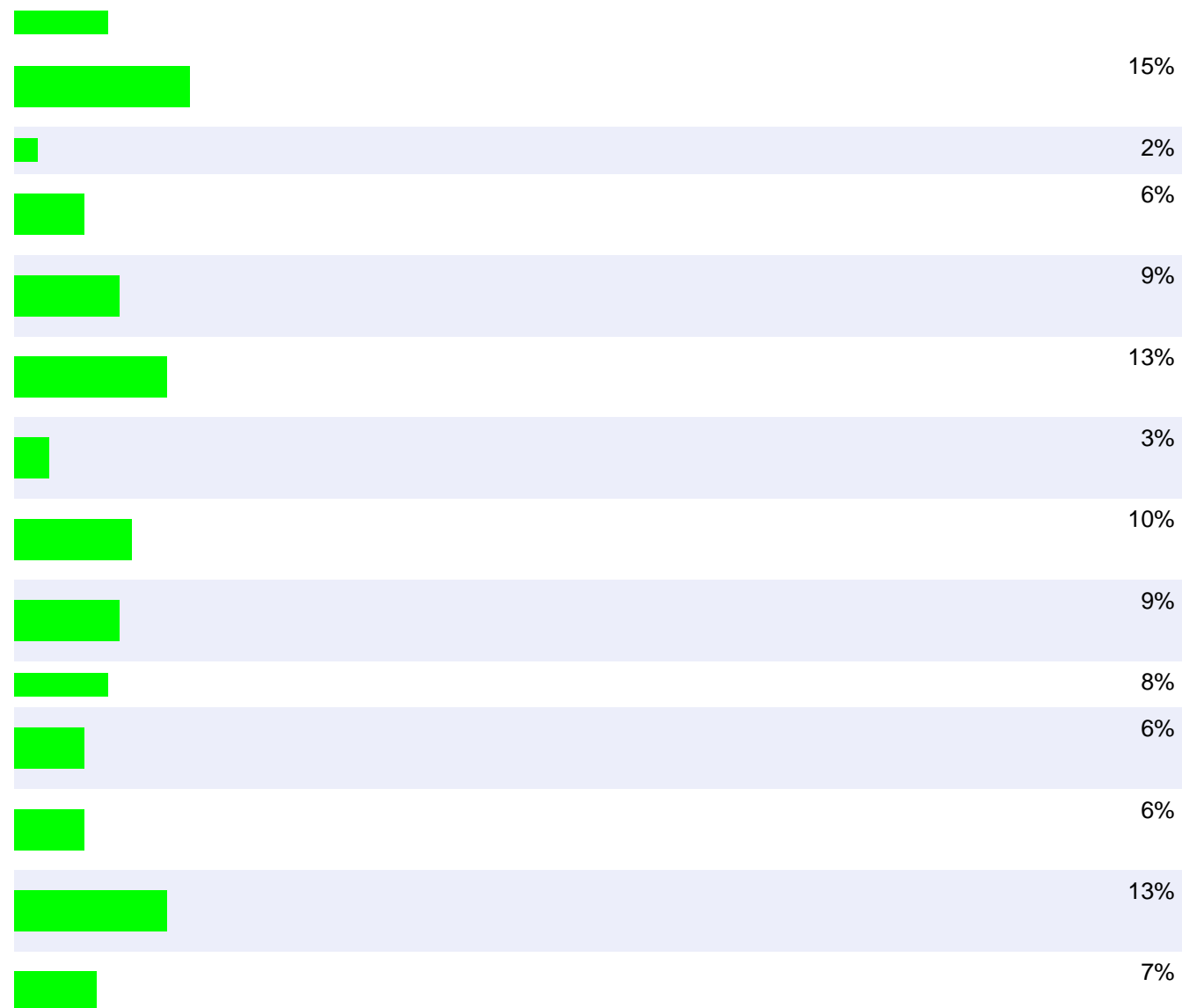
Louisiana hosp. view 1/12/2011

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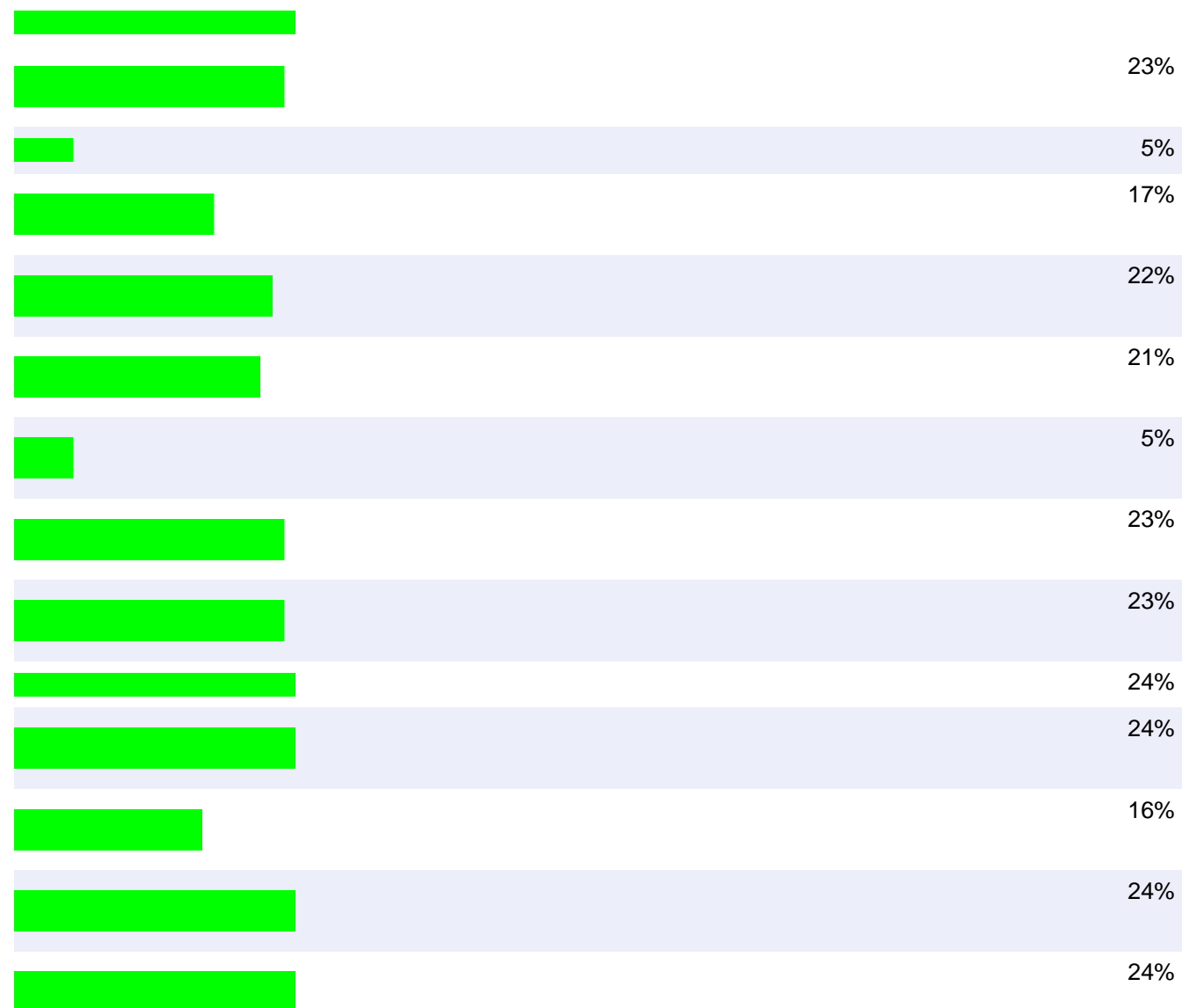
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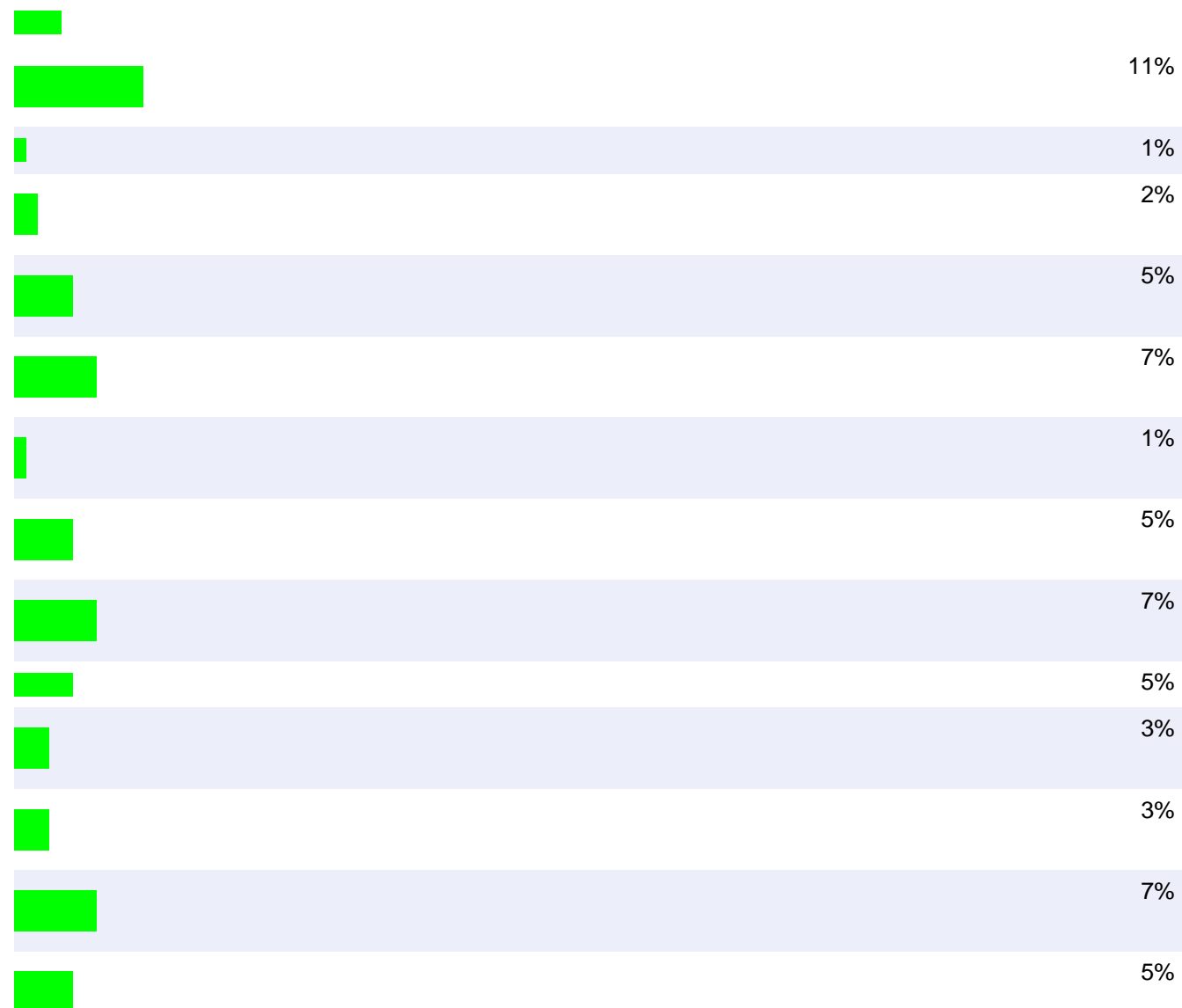
Louisiana hosp. view 1/12/2011

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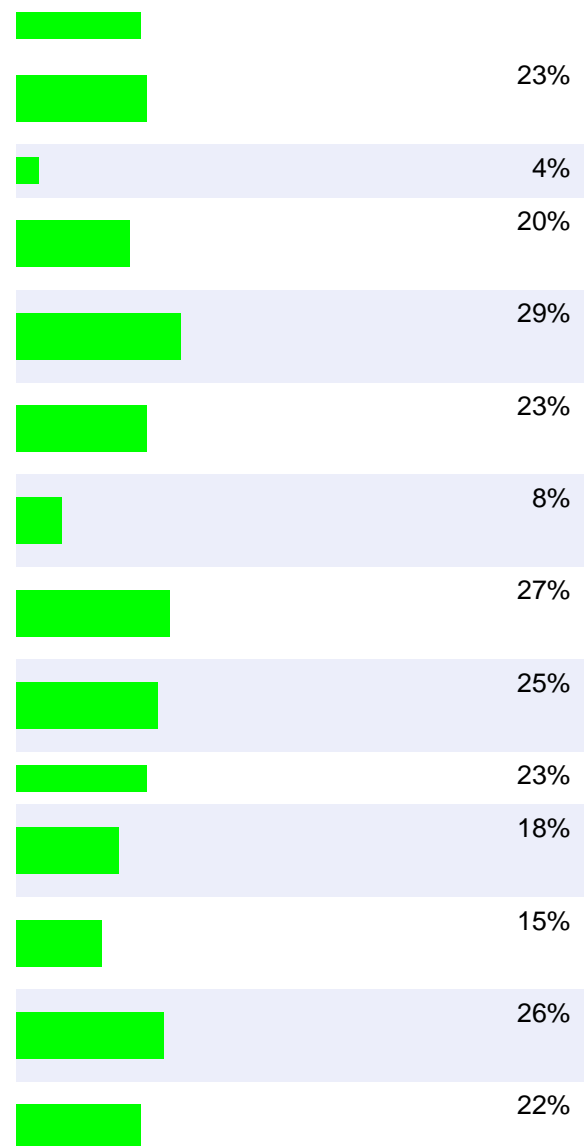
Louisiana hosp. view 1/12/2011

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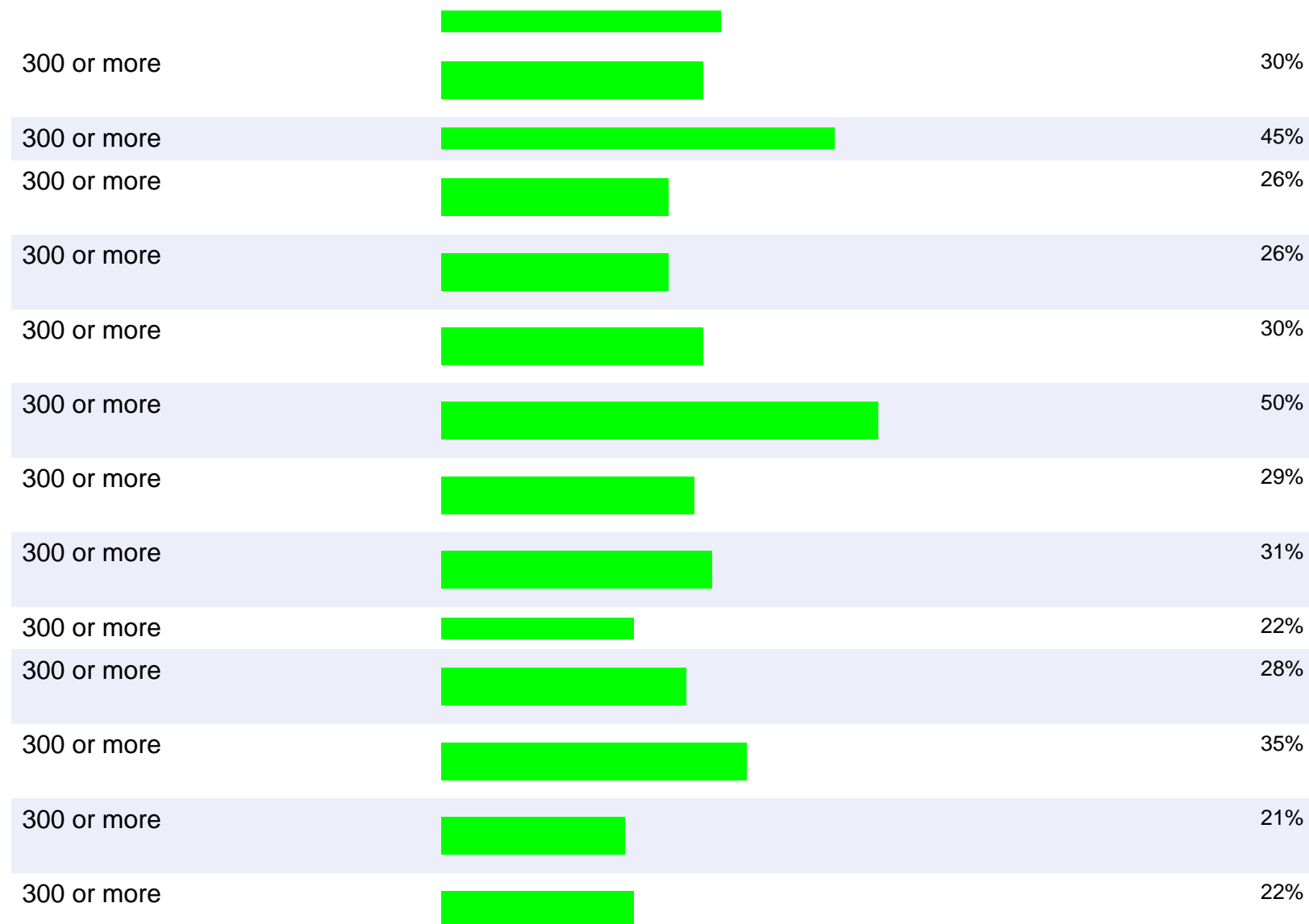
Louisiana hosp. view 1/12/2011

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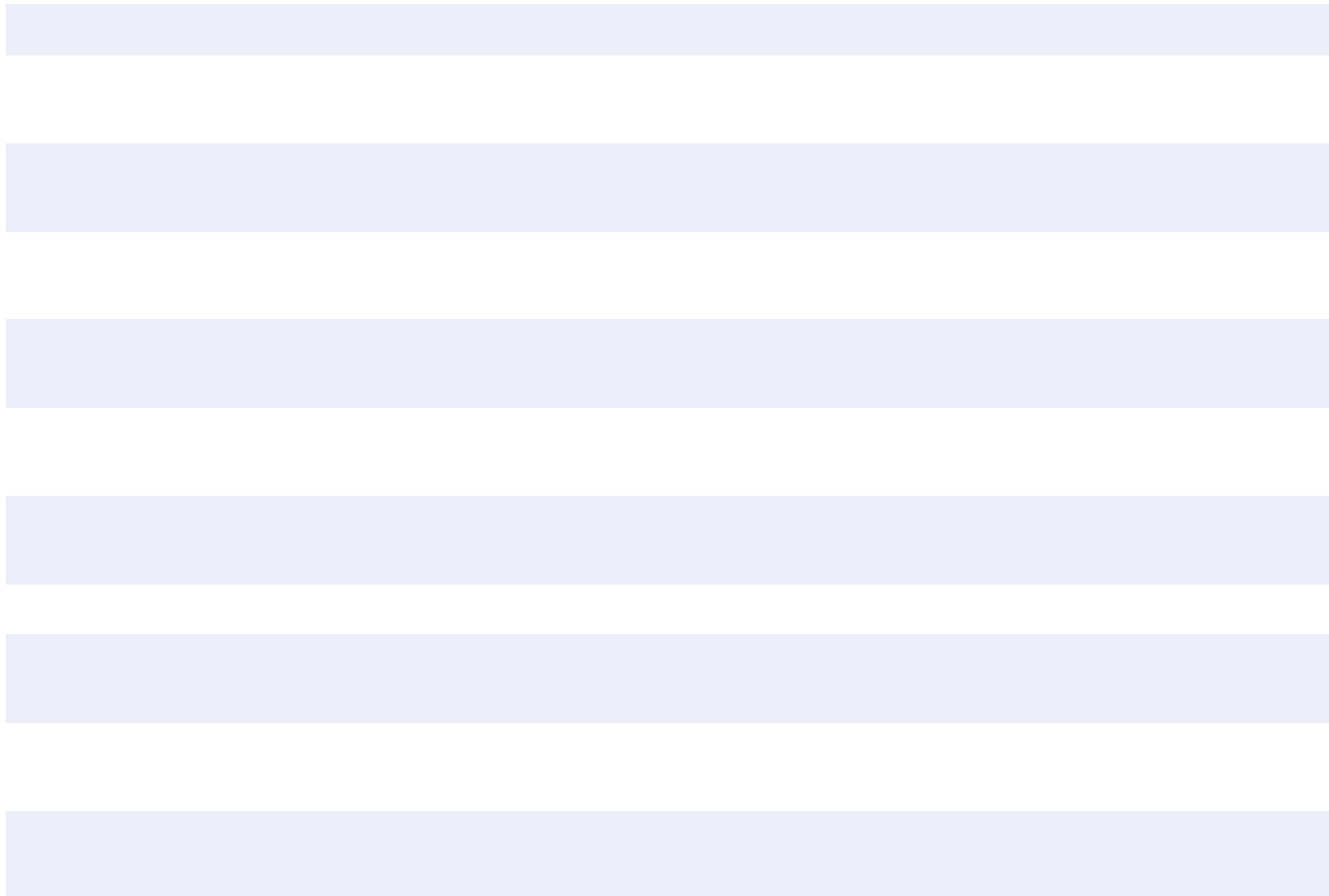
Louisiana hosp. view 1/12/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)


















Louisiana hosp. view 1/12/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



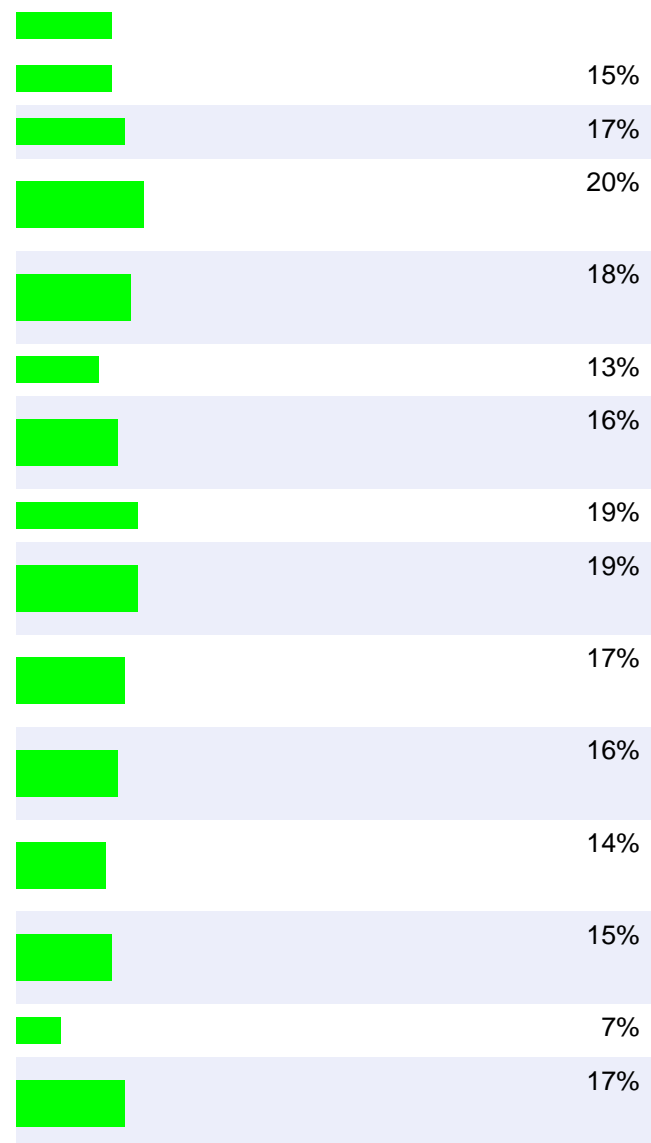
Louisiana hosp. view 1/12/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

CENTER			
MINDEN MEDICAL CENTER	MINDEN		4%
MOREHOUSE GENERAL HOSPITAL	BASTROP		12%
NATCHITOCHES REGIONAL MEDICAL CENTER	NATCHITOCHES		6%
NORTHERN LOUISIANA MEDICAL CENTER	RUSTON		8%
NORTH OAKS MEDICAL CENTER	HAMMOND		4%
OCHSNER BAPTIST MEDICAL CENTER LLC	NEW ORLEANS		5%
OCHSNER FOUNDATION HOSPITAL	NEW ORLEANS		5%
OCHSNER MEDICAL CENTER-BATON ROUGE	BATON ROUGE		7%
OCHSNER MEDICAL CENTER-KENNER LLC	KENNER		9%
OPELOUSAS GENERAL HEALTH SYSTEM	OPELOUSAS		8%
OUR LADY OF LOURDES REGIONAL MEDICAL CENTER, INC	LAFAYETTE		3%
OUR LADY OF THE LAKE REGIONAL MEDICAL CENTER	BATON ROUGE		4%
P & S SURGICAL HOSPITAL	MONROE		1%
RAPIDES REGIONAL MEDICAL CENTER	ALEXANDRIA		6%

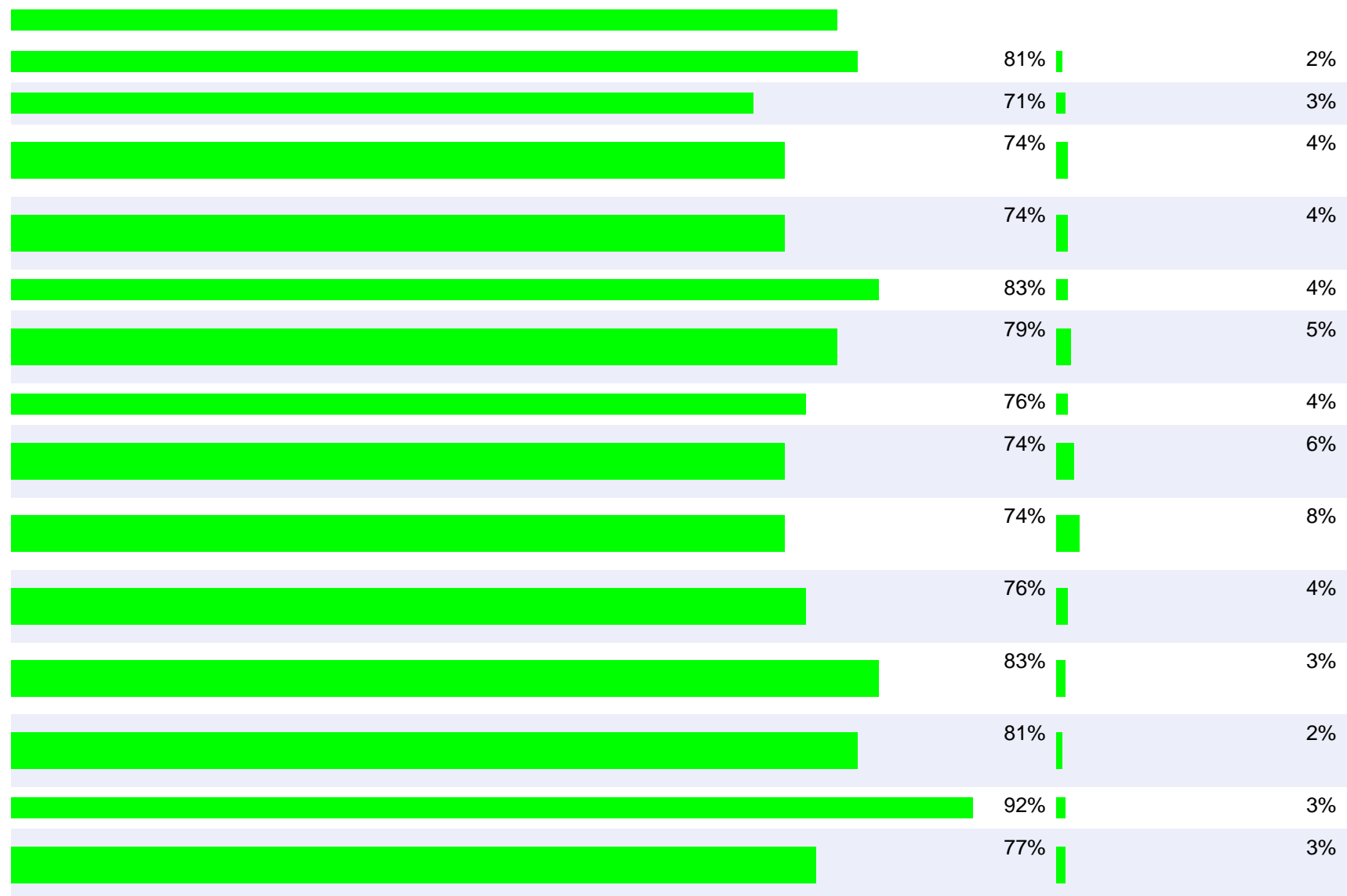
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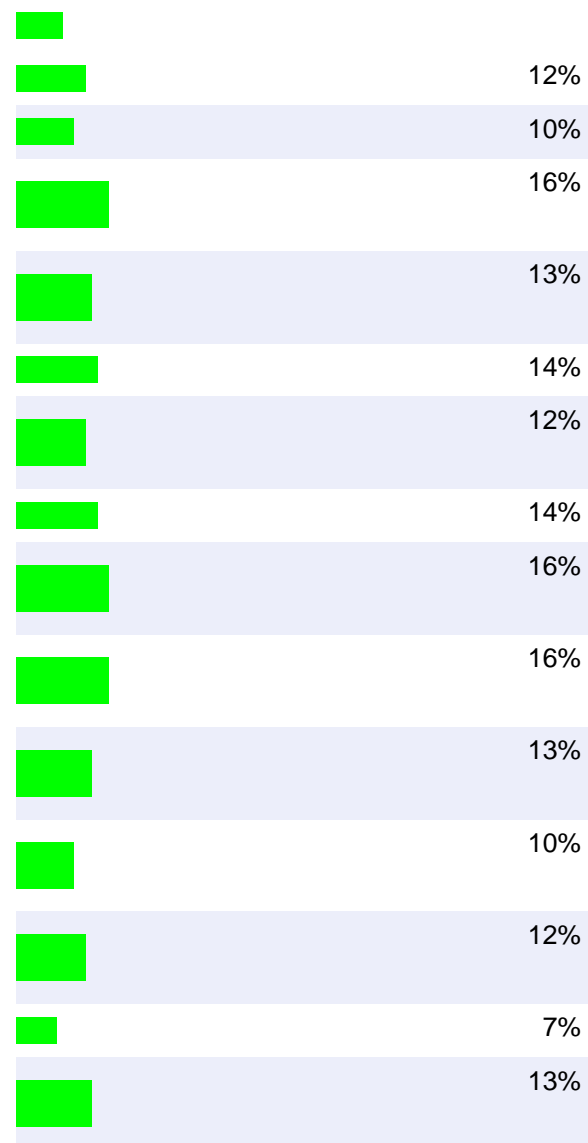
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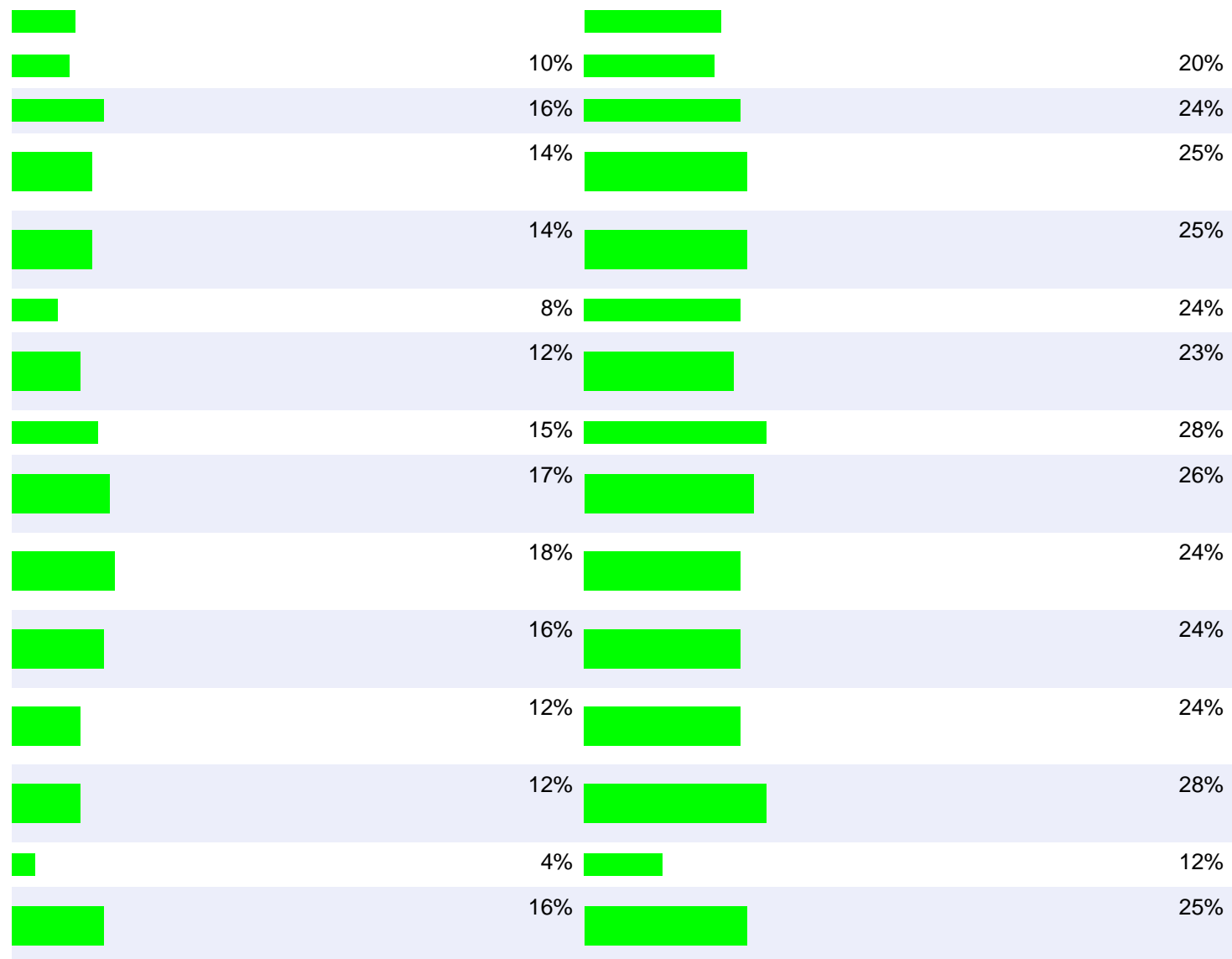
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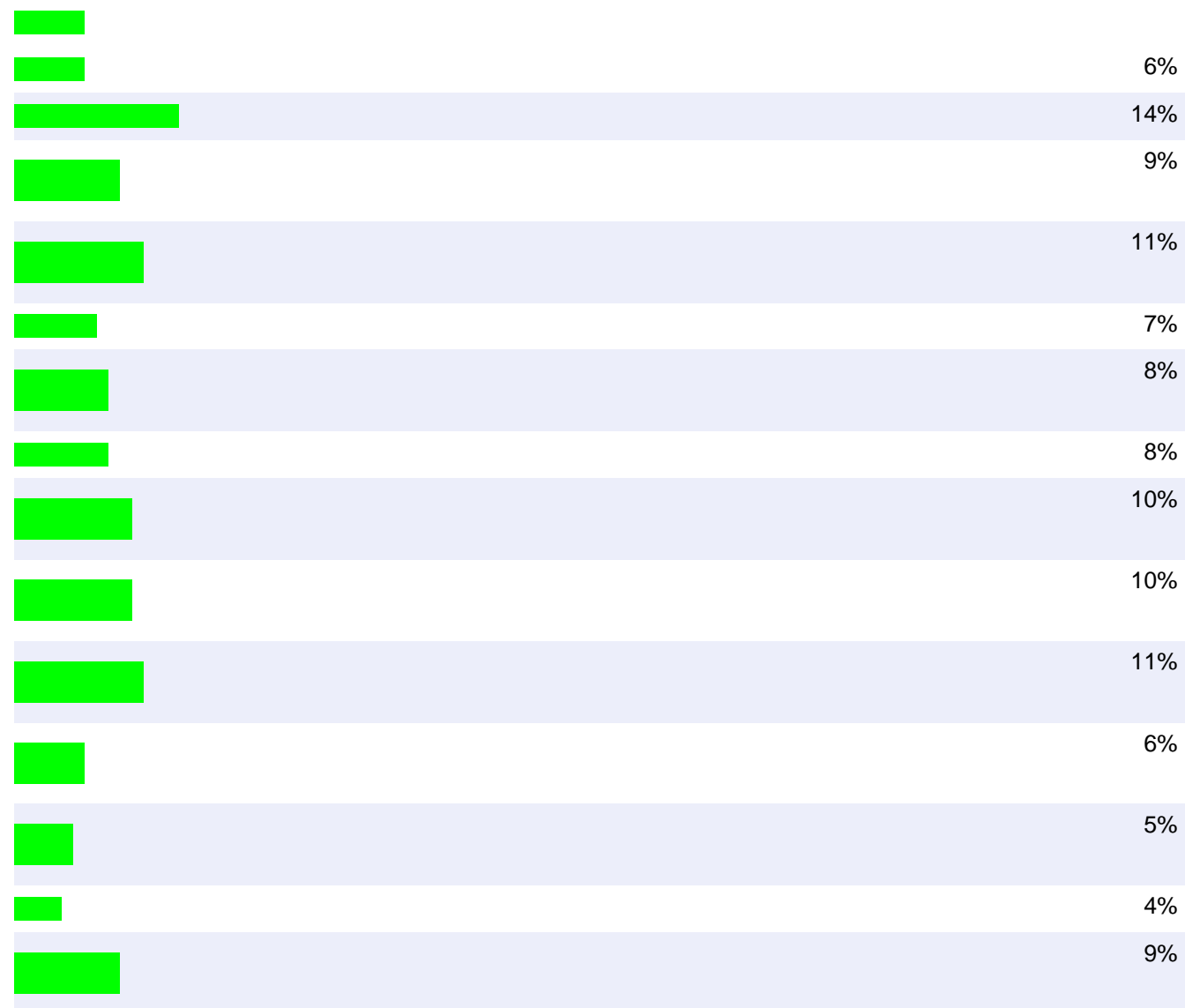
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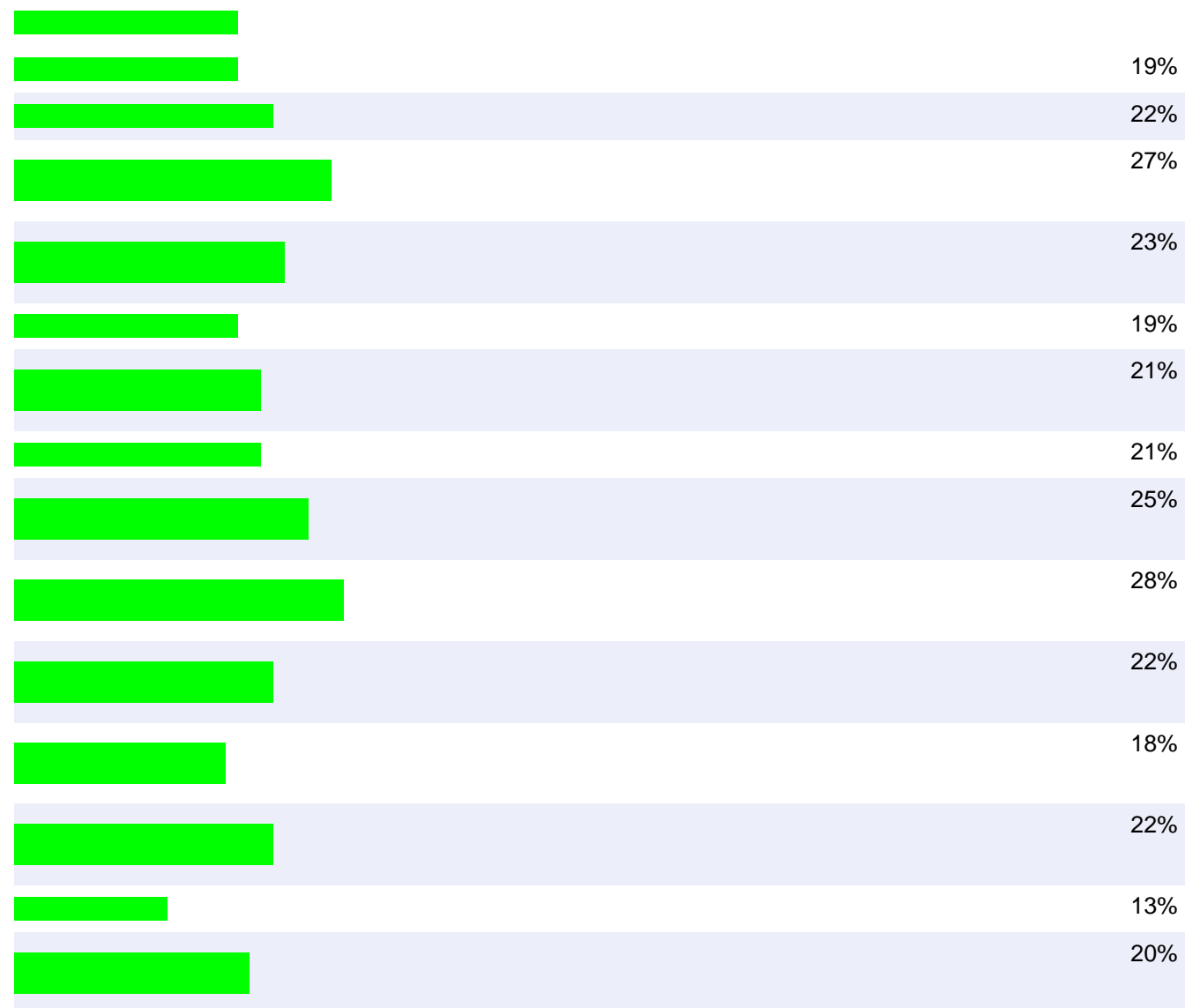
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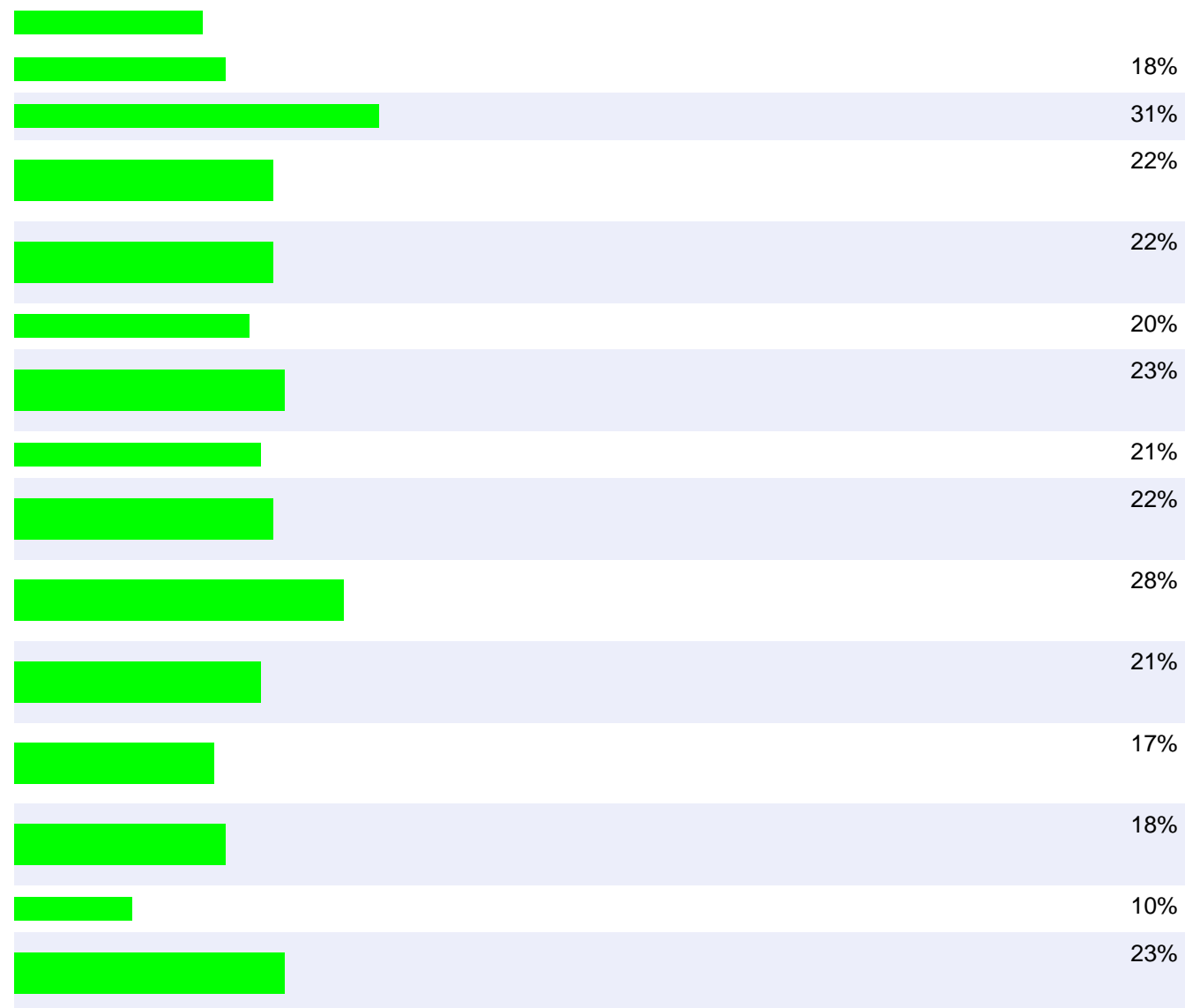
Louisiana hosp. view 1/12/2011

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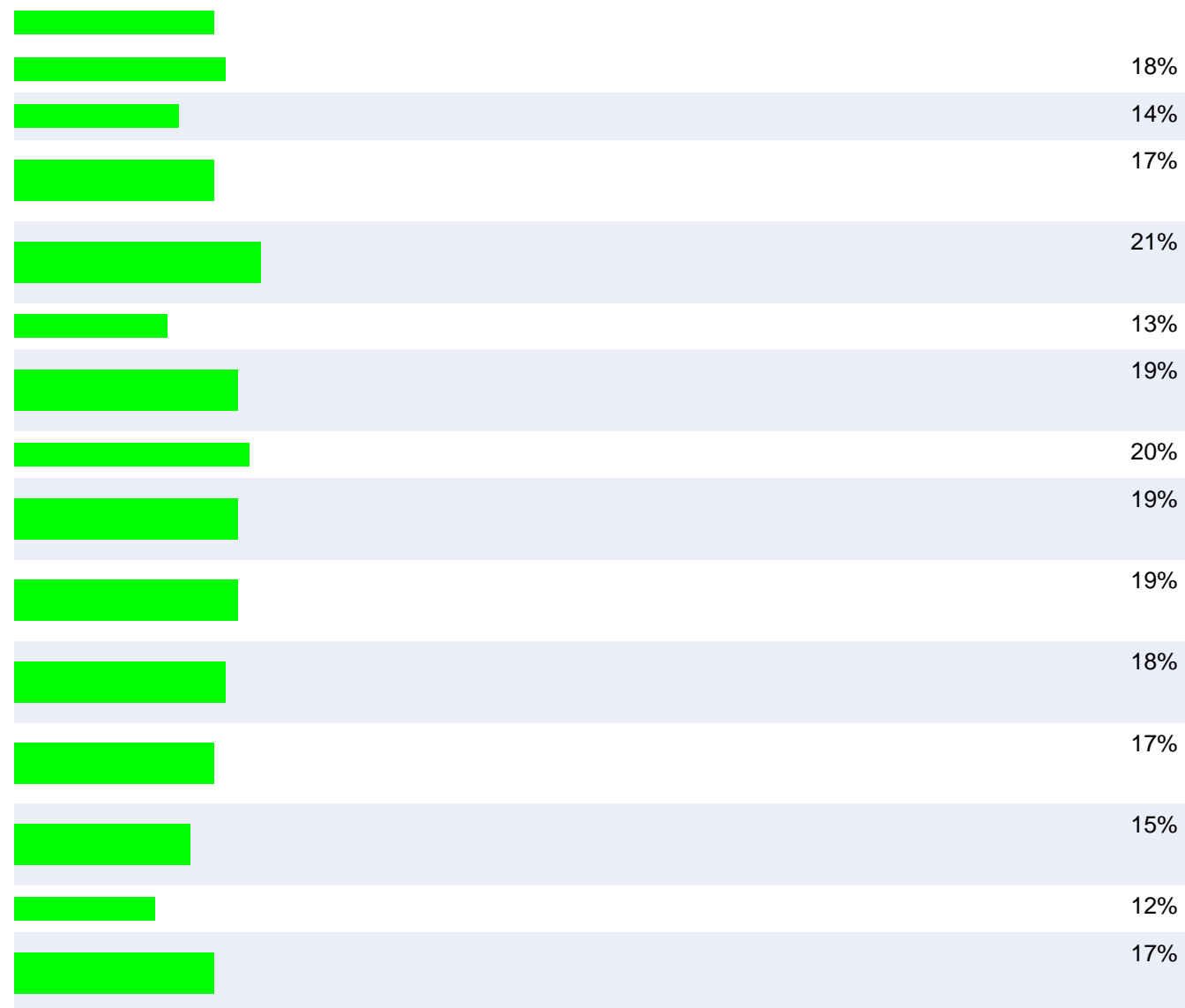
Louisiana hosp. view 1/12/2011

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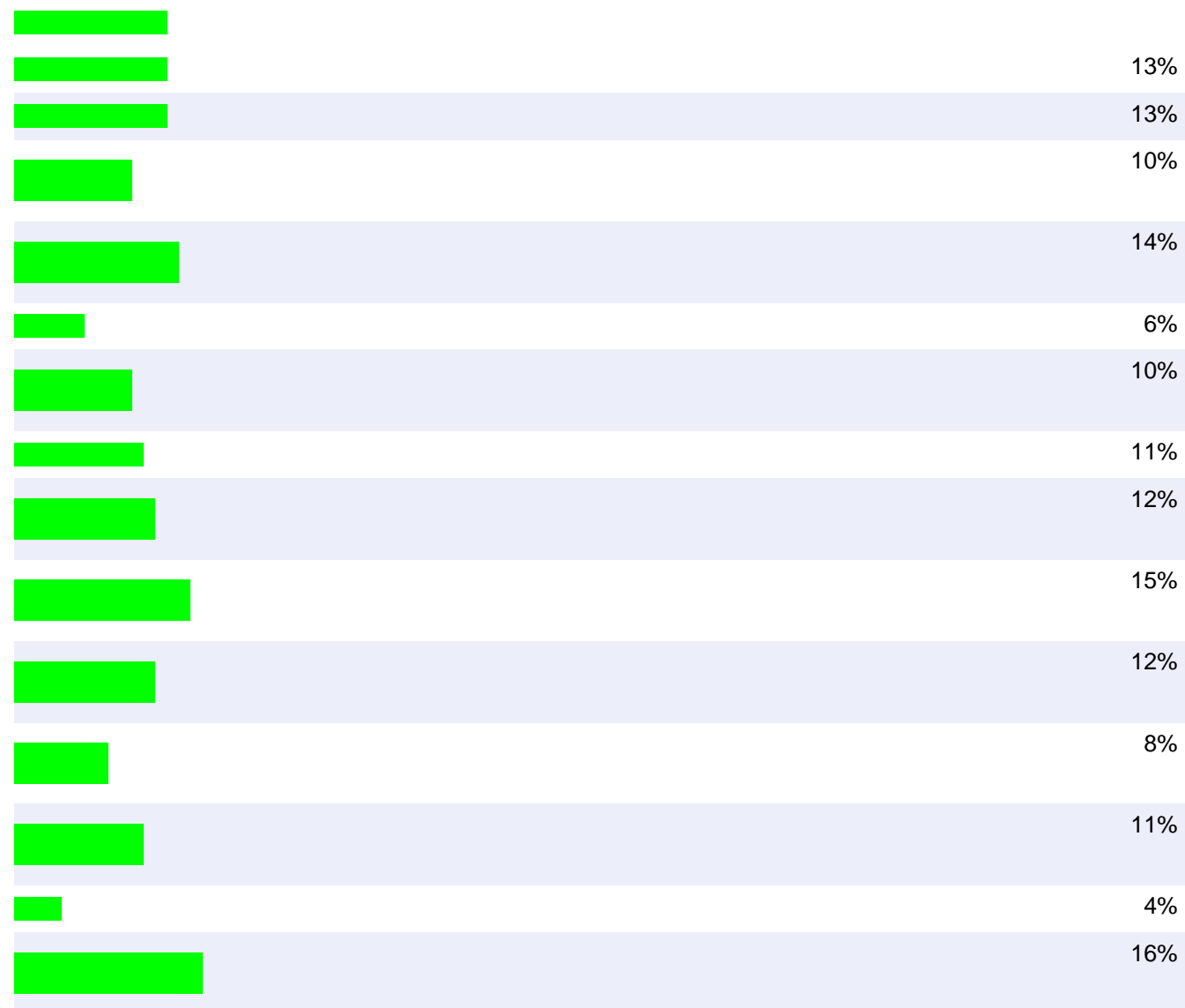
Louisiana hosp. view 1/12/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



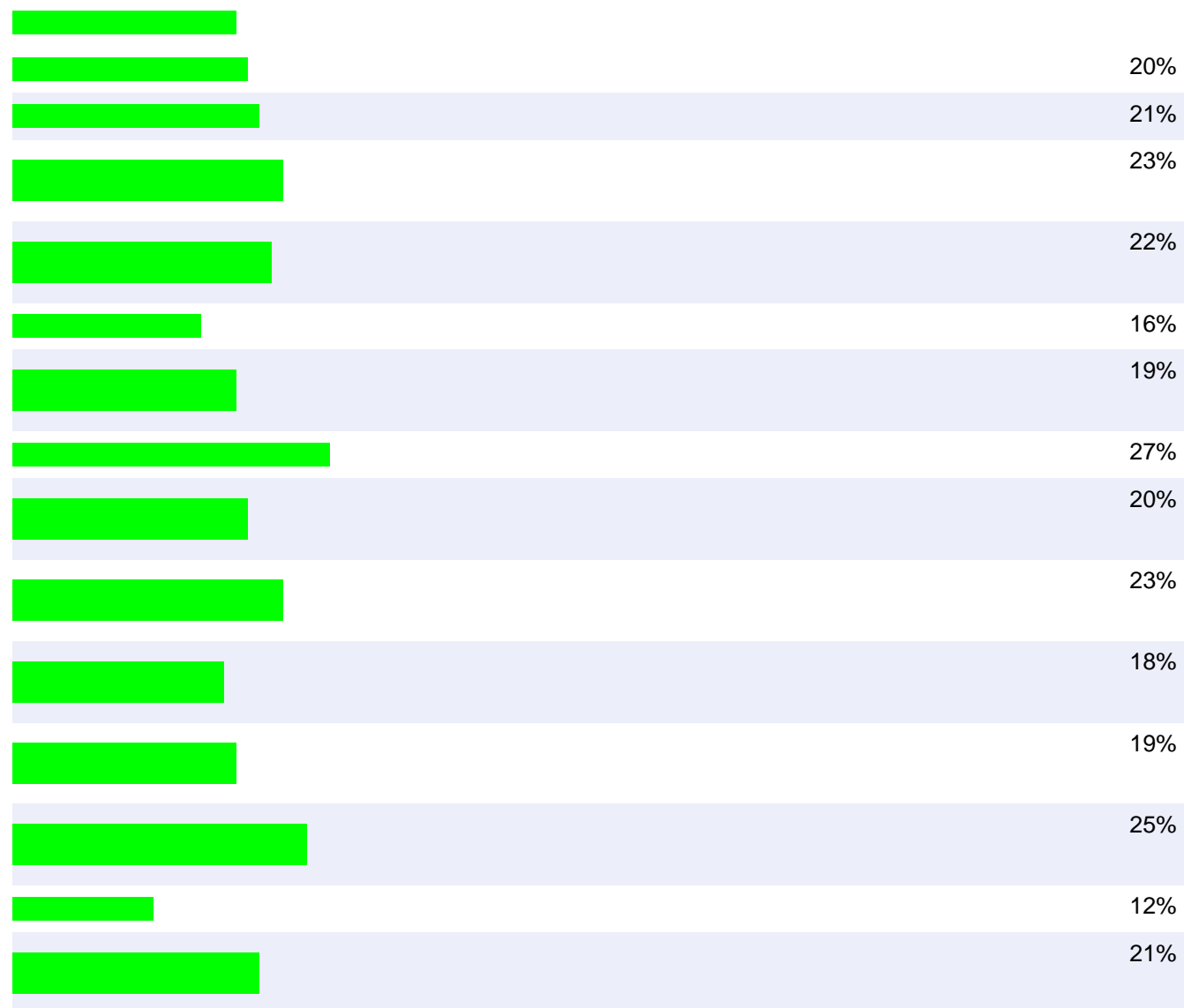
Louisiana hosp. view 1/12/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



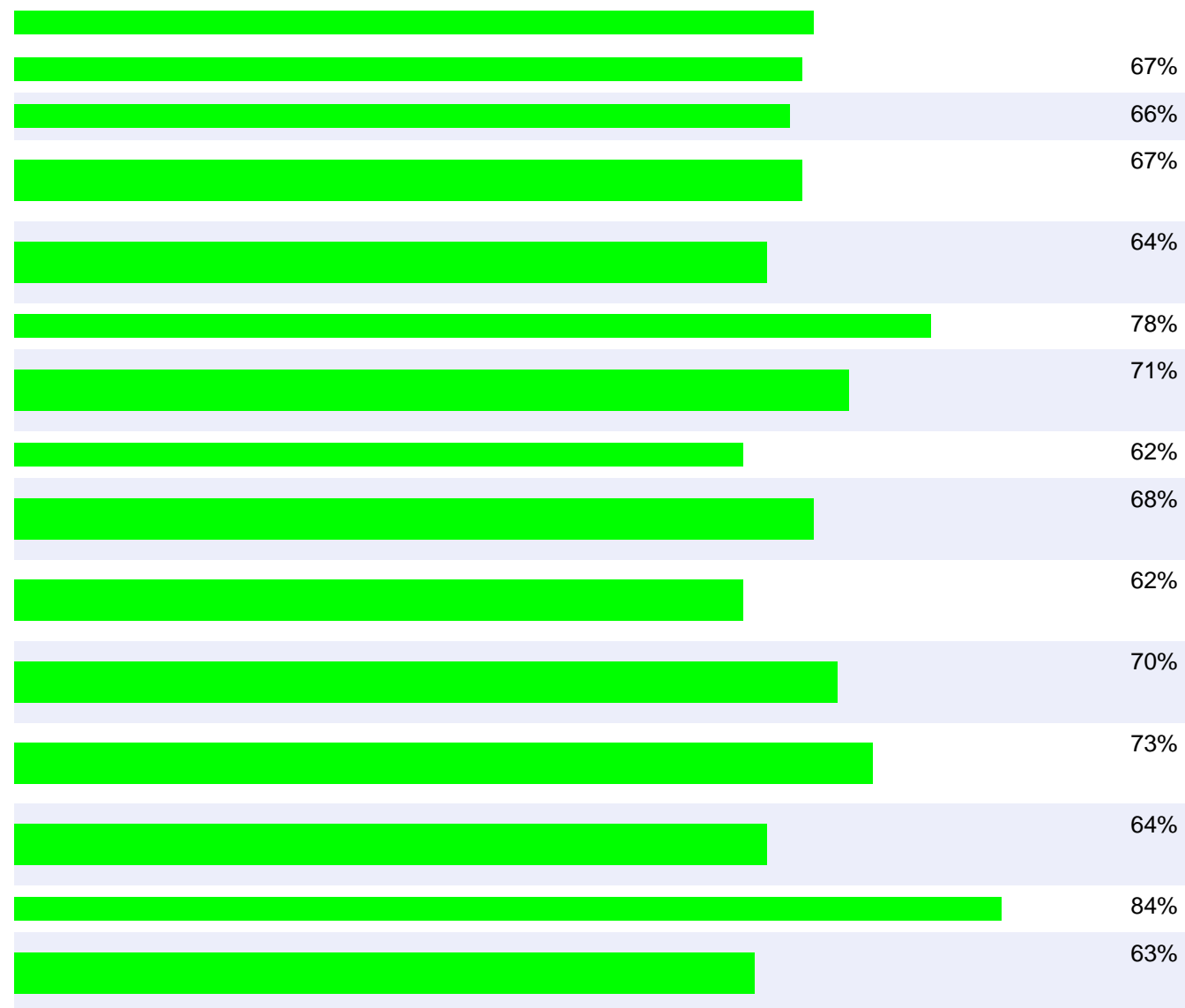
Louisiana hosp. view 1/12/2011

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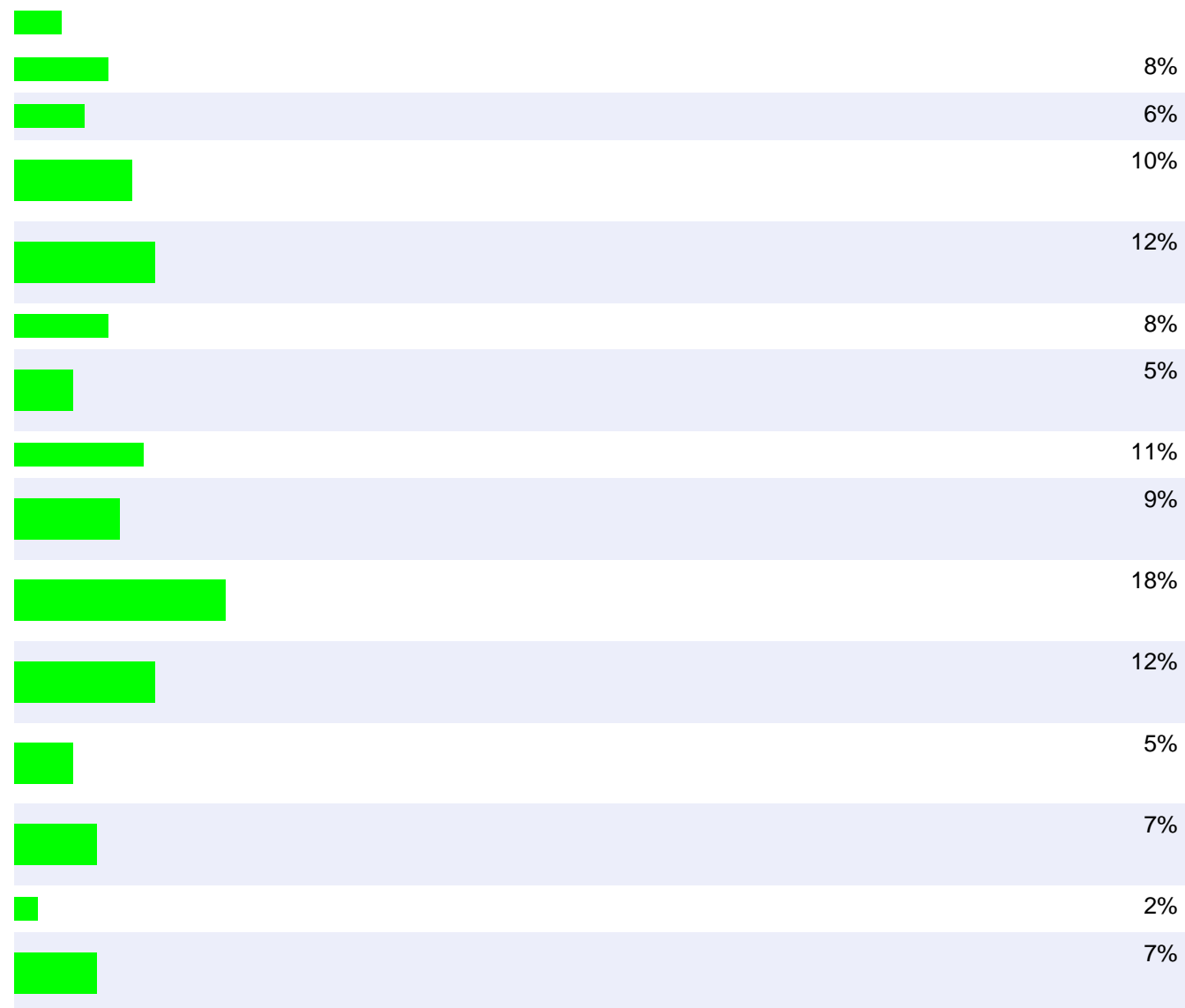
Louisiana hosp. view 1/12/2011

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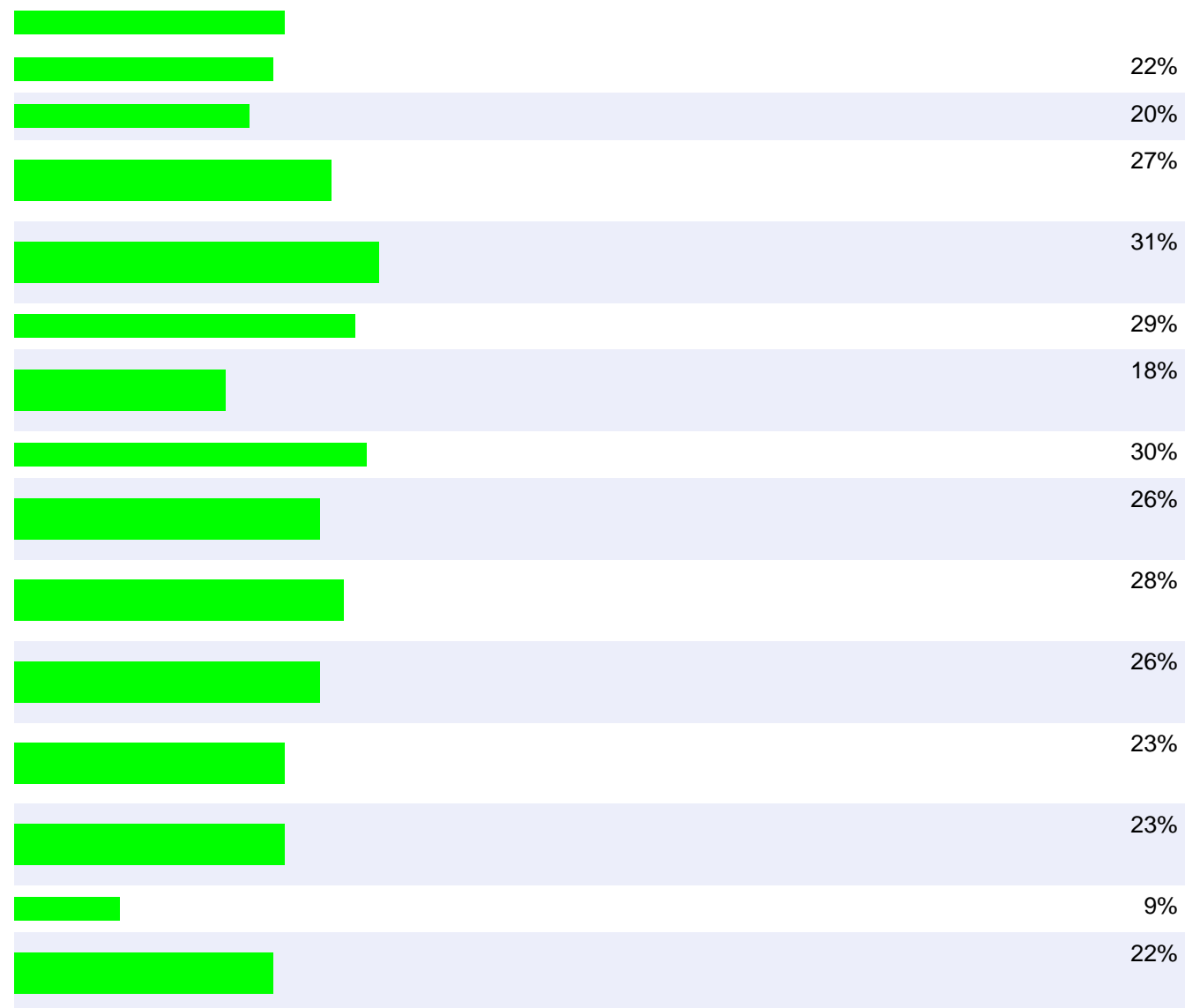
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Louisiana hosp. view 1/12/2011

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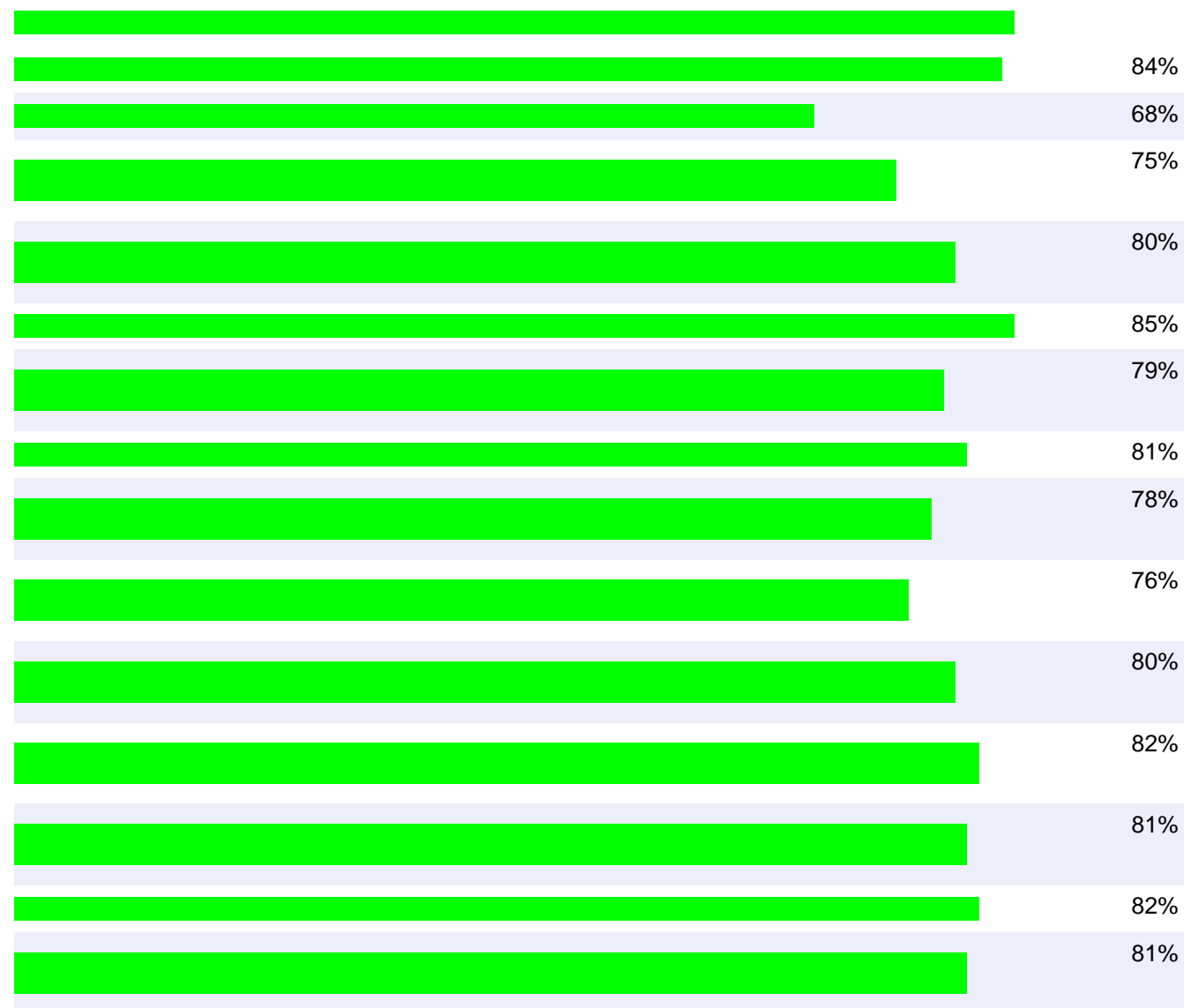
Louisiana hosp. view 1/12/2011

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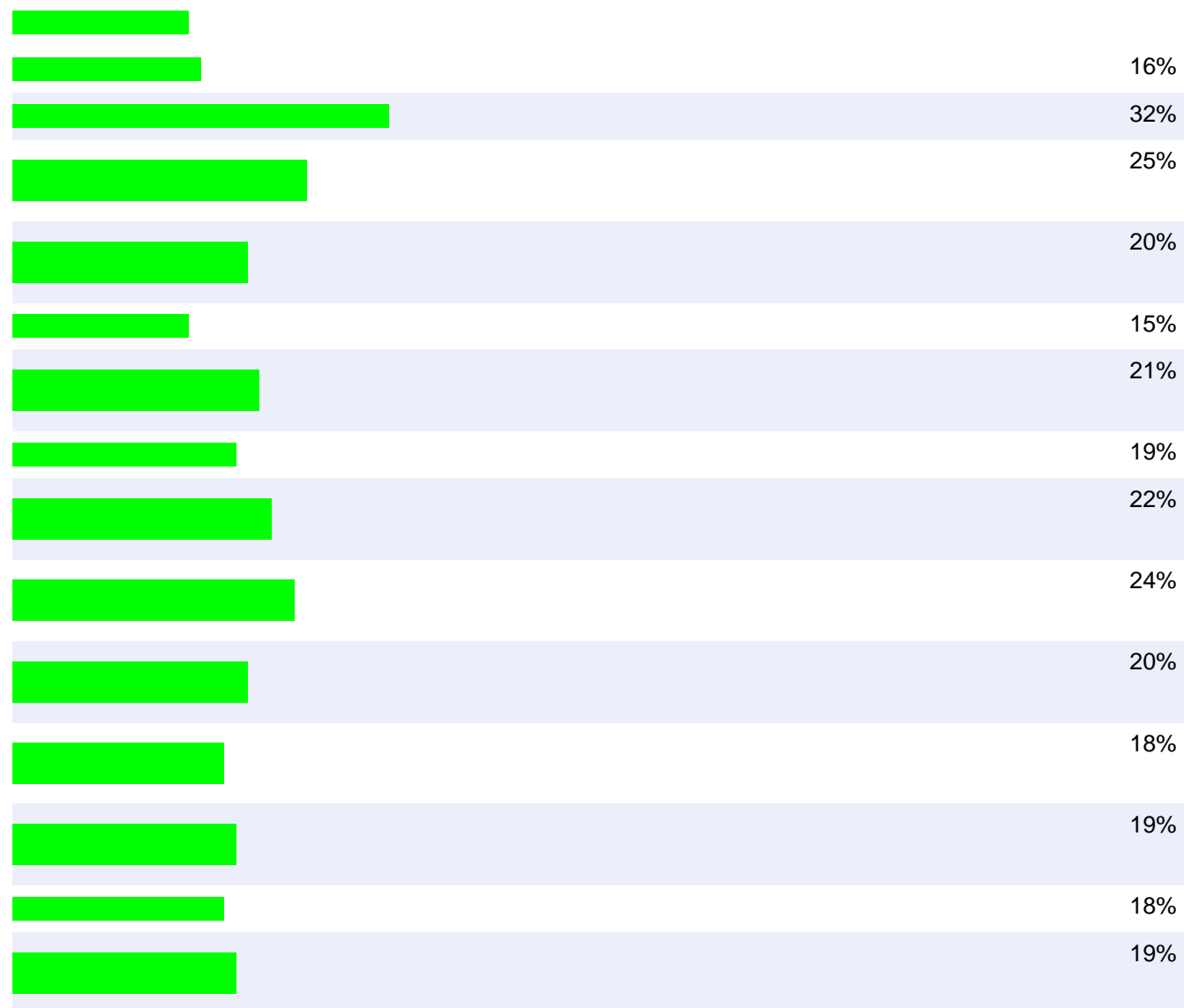
Louisiana hosp. view 1/12/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



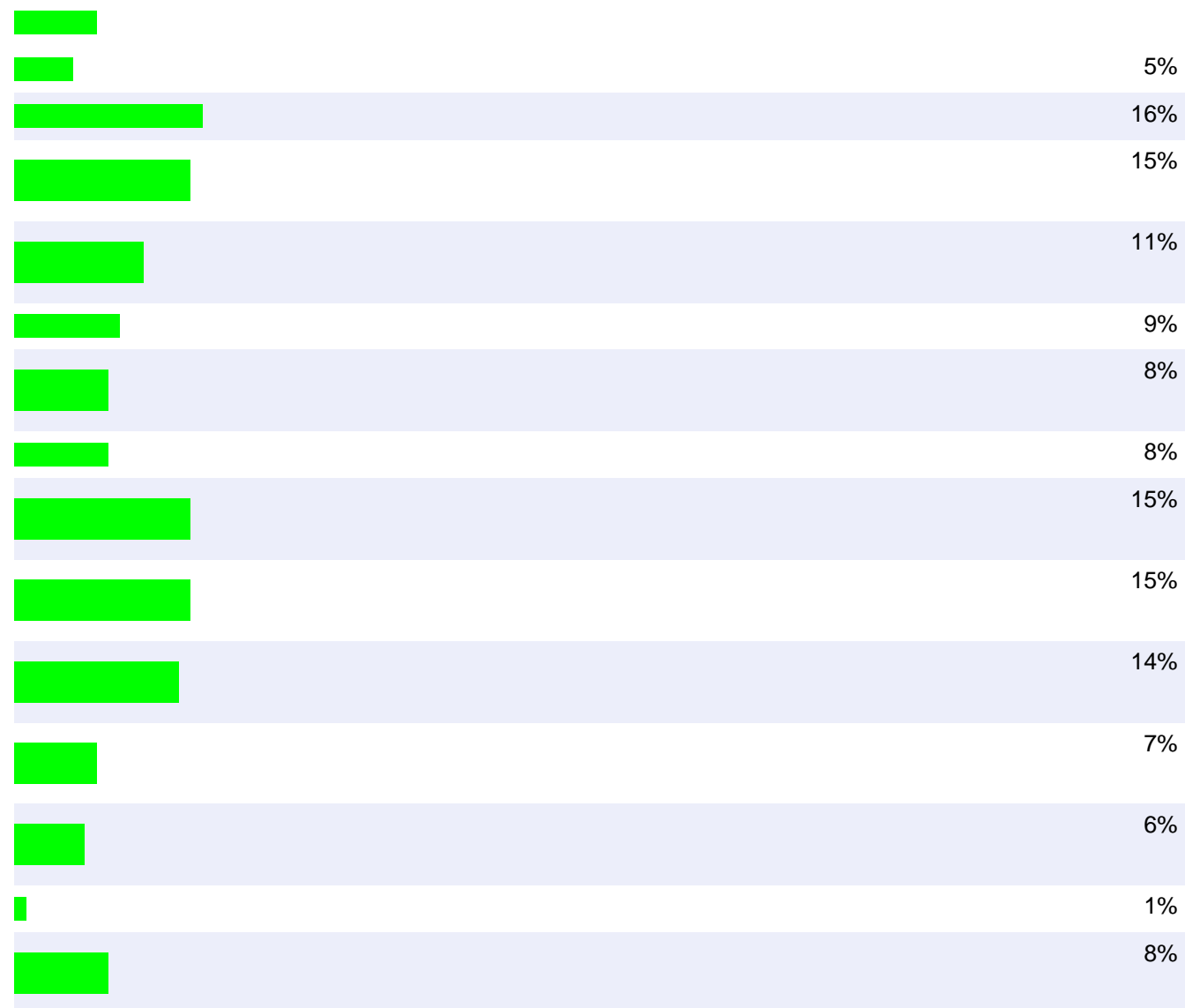
Louisiana hosp. view 1/12/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



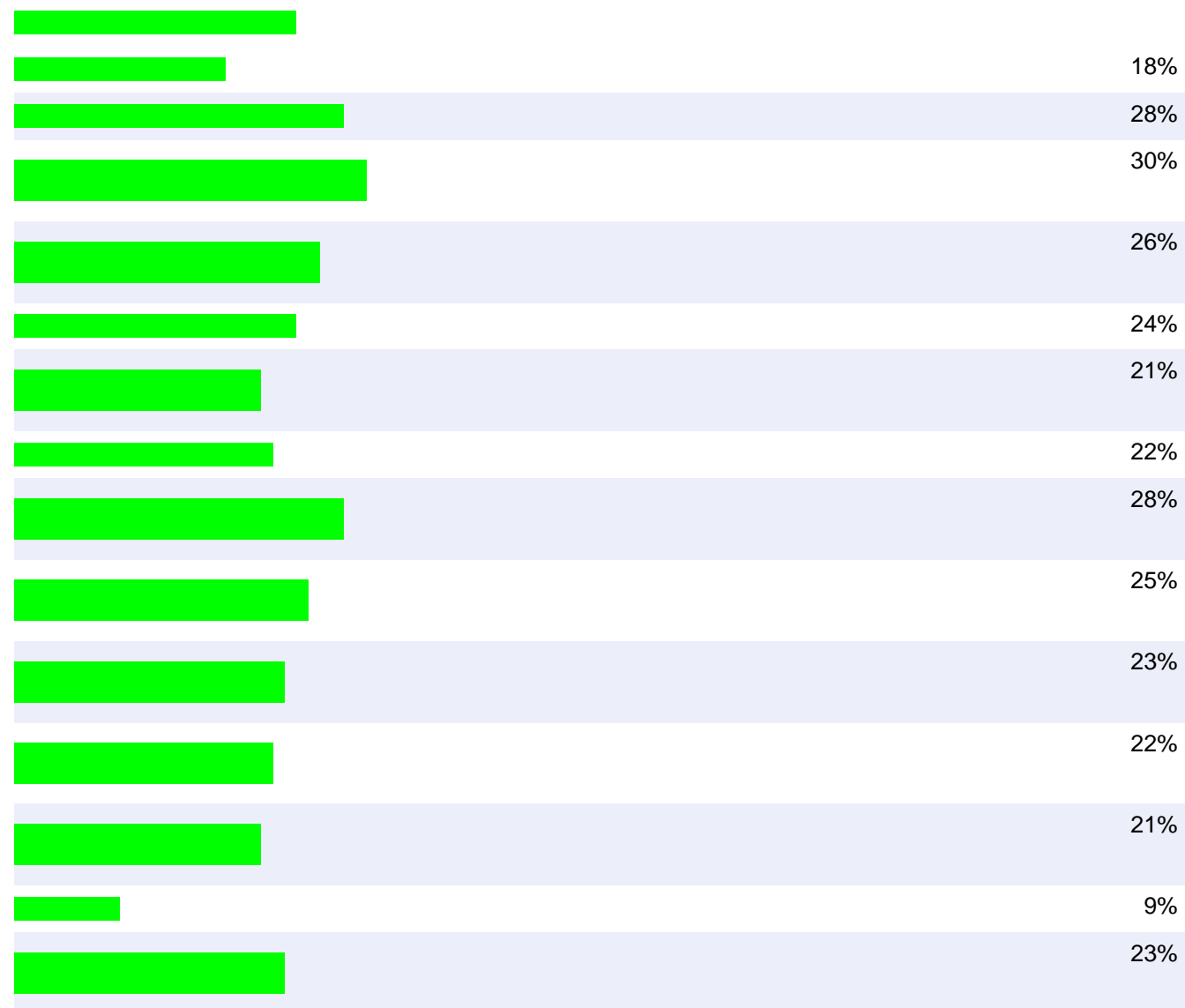
Louisiana hosp. view 1/12/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Louisiana hosp. view 1/12/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



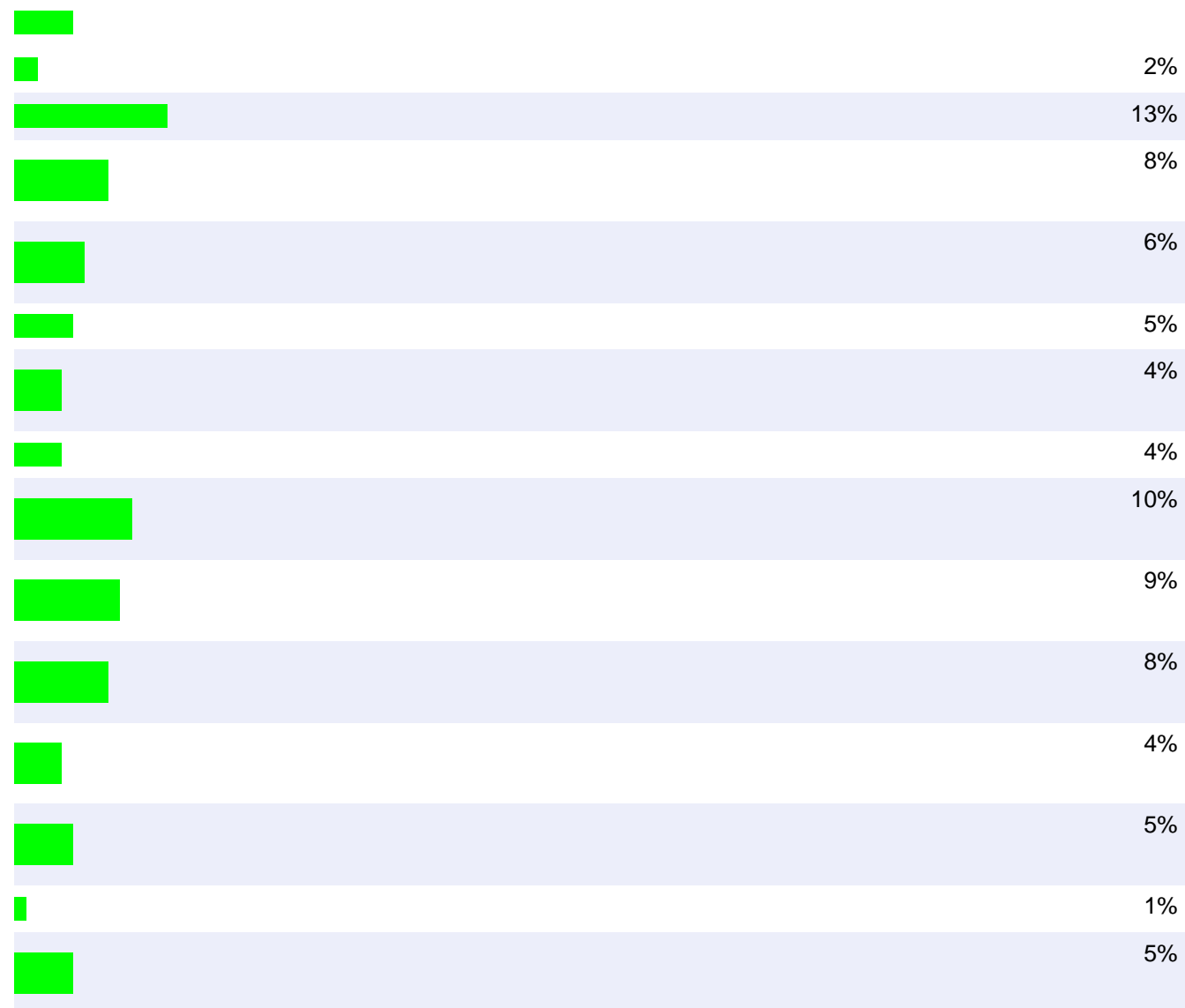
Louisiana hosp. view 1/12/2011

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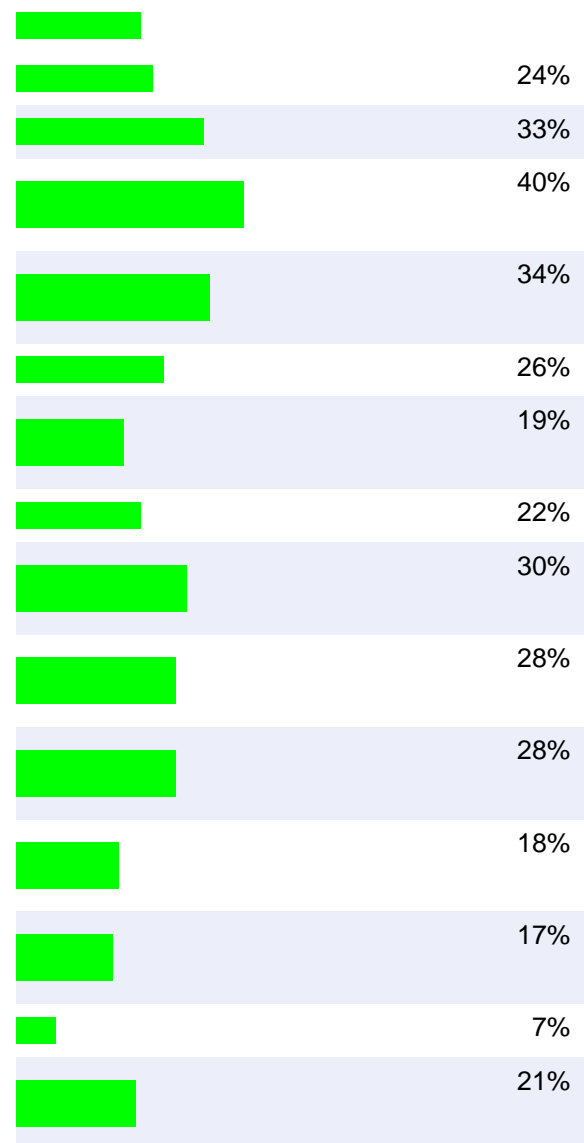
Louisiana hosp. view 1/12/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



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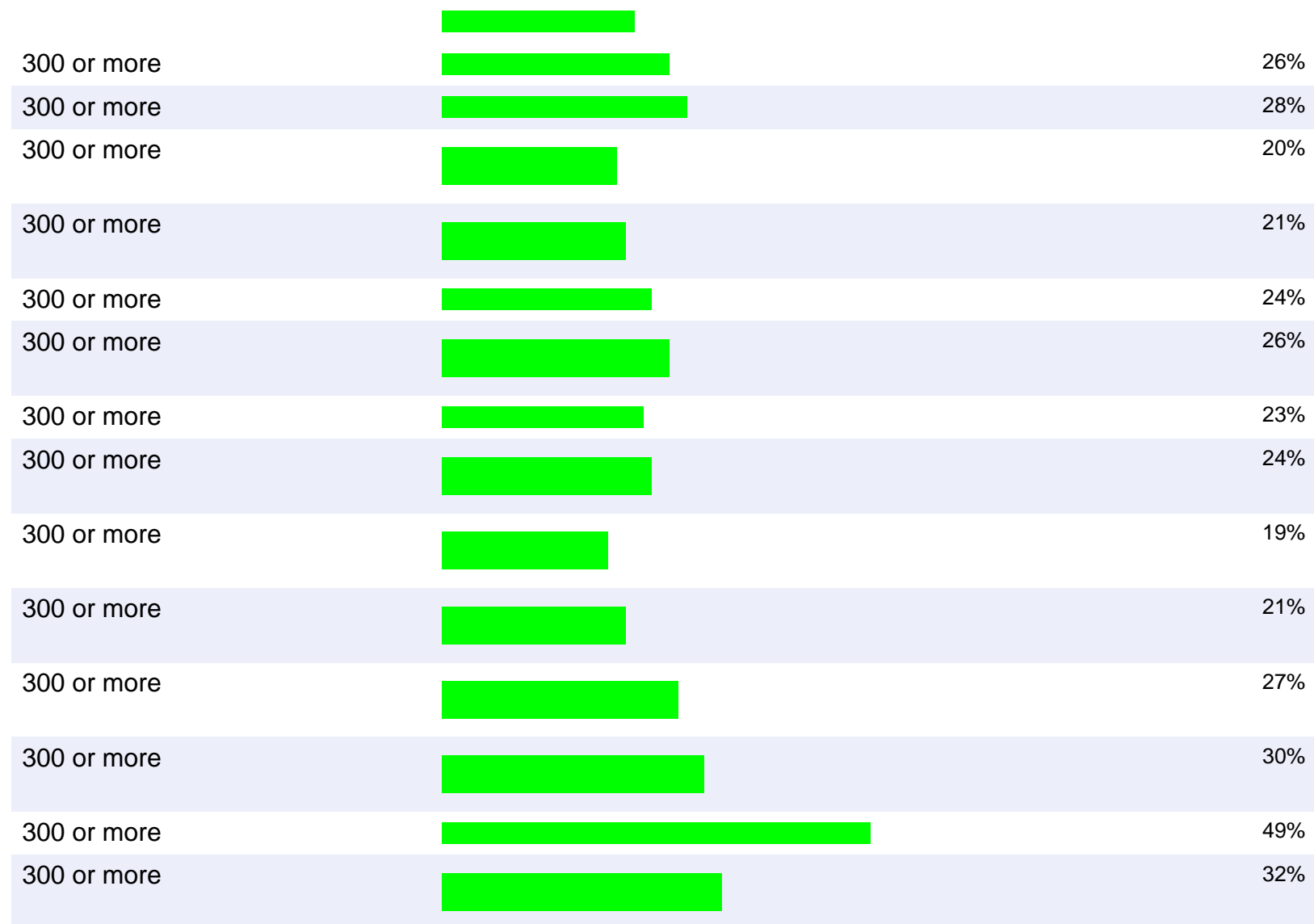
Louisiana hosp. view 1/12/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Louisiana hosp. view 1/12/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)




















Louisiana hosp. view 1/12/2011

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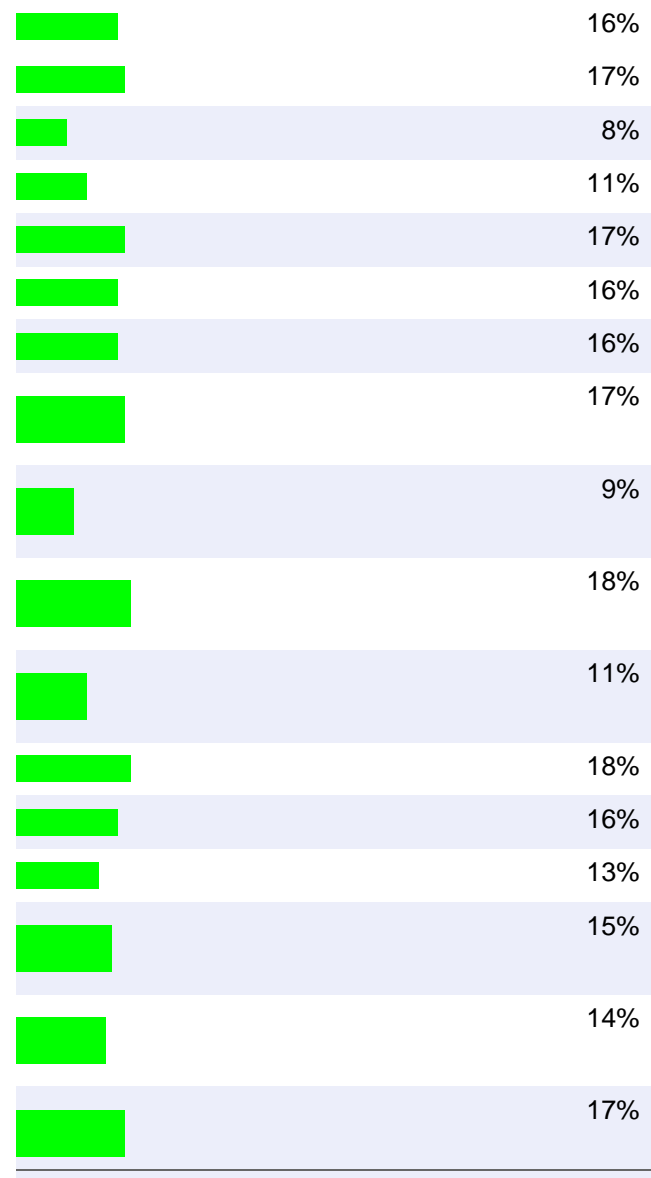
Louisiana hosp. view 1/12/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

RIVER PARISHES HOSPITAL	LAPLACE		8%
SLIDELL MEMORIAL HOSPITAL	SLIDELL		6%
SOUTHERN SURGICAL HOSPITAL	SLIDELL		2%
ST ELIZABETH HOSPITAL	GONZALES		2%
ST FRANCIS MEDICAL CENTER	MONROE		7%
ST TAMMANY PARISH HOSPITAL	COVINGTON		4%
TECHE REGIONAL MEDICAL CENTER	MORGAN CITY		7%
TERREBONNE GENERAL MEDICAL CENTER	HOUMA		6%
THE NEUROMEDICAL CENTER HOSPITAL	BATON ROUGE		2%
THE REGIONAL MEDICAL CENTER OF ACADIANA	LAFAYETTE		7%
THIBODAUX REGIONAL MEDICAL CENTER	THIBODAUX		3%
TOURO INFIRMARY	NEW ORLEANS		7%
TULANE MEDICAL CENTER	NEW ORLEANS		7%
UNIVERSITY MEDICAL CENTER	LAFAYETTE		6%
WEST CALCASIEU CAMERON HOSPITAL	SULPHUR		4%
WEST CARROLL MEMORIAL HOSPITAL	OAK GROVE		4%
WEST JEFFERSON MEDICAL CENTER	MARRERO		8%

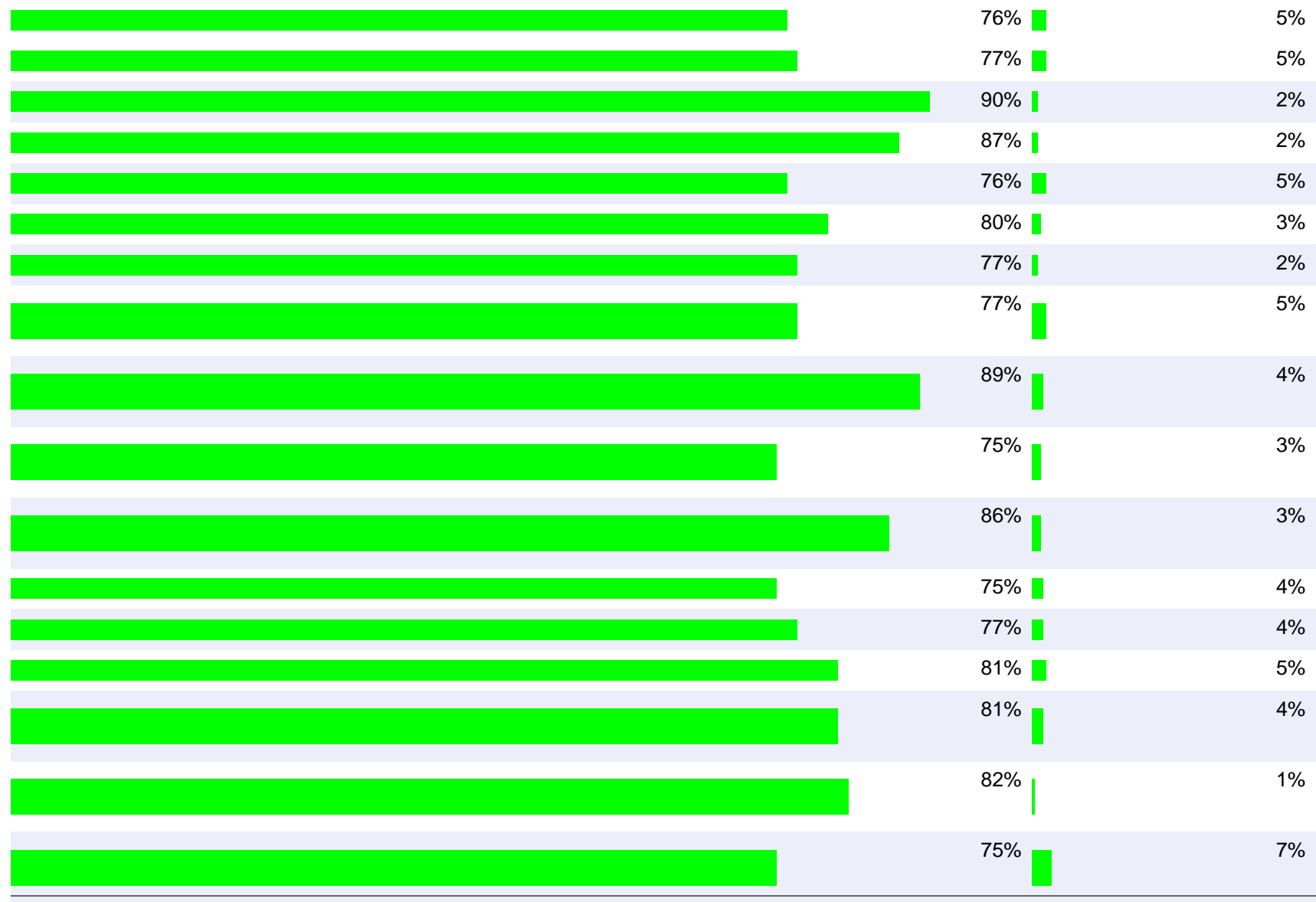
Louisiana hosp. view 1/12/2011

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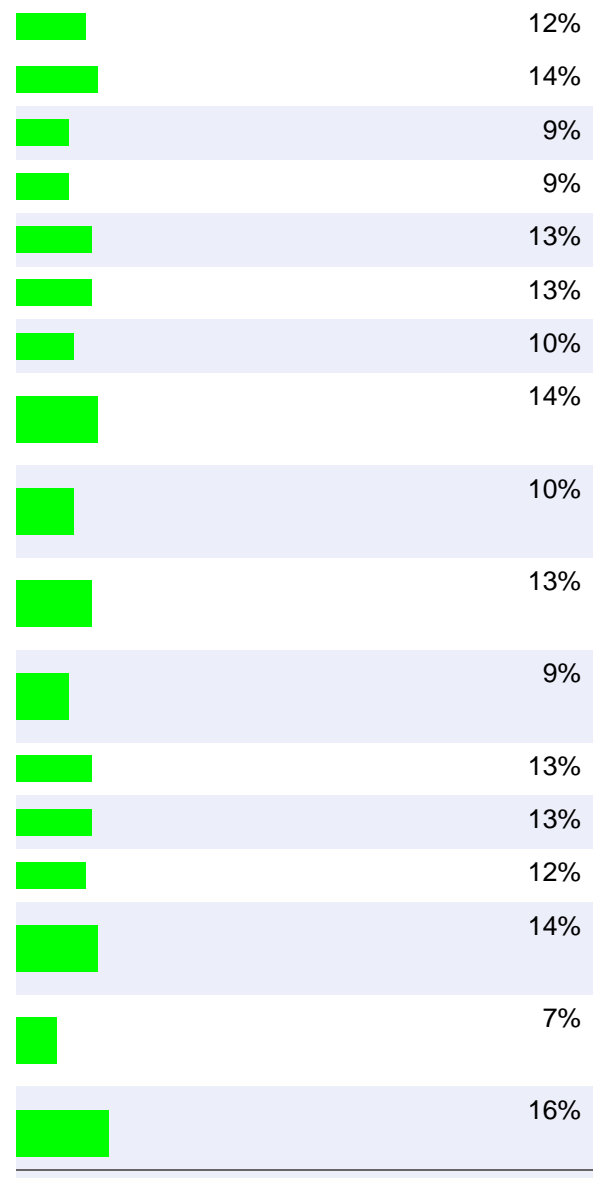
Louisiana hosp. view 1/12/2011

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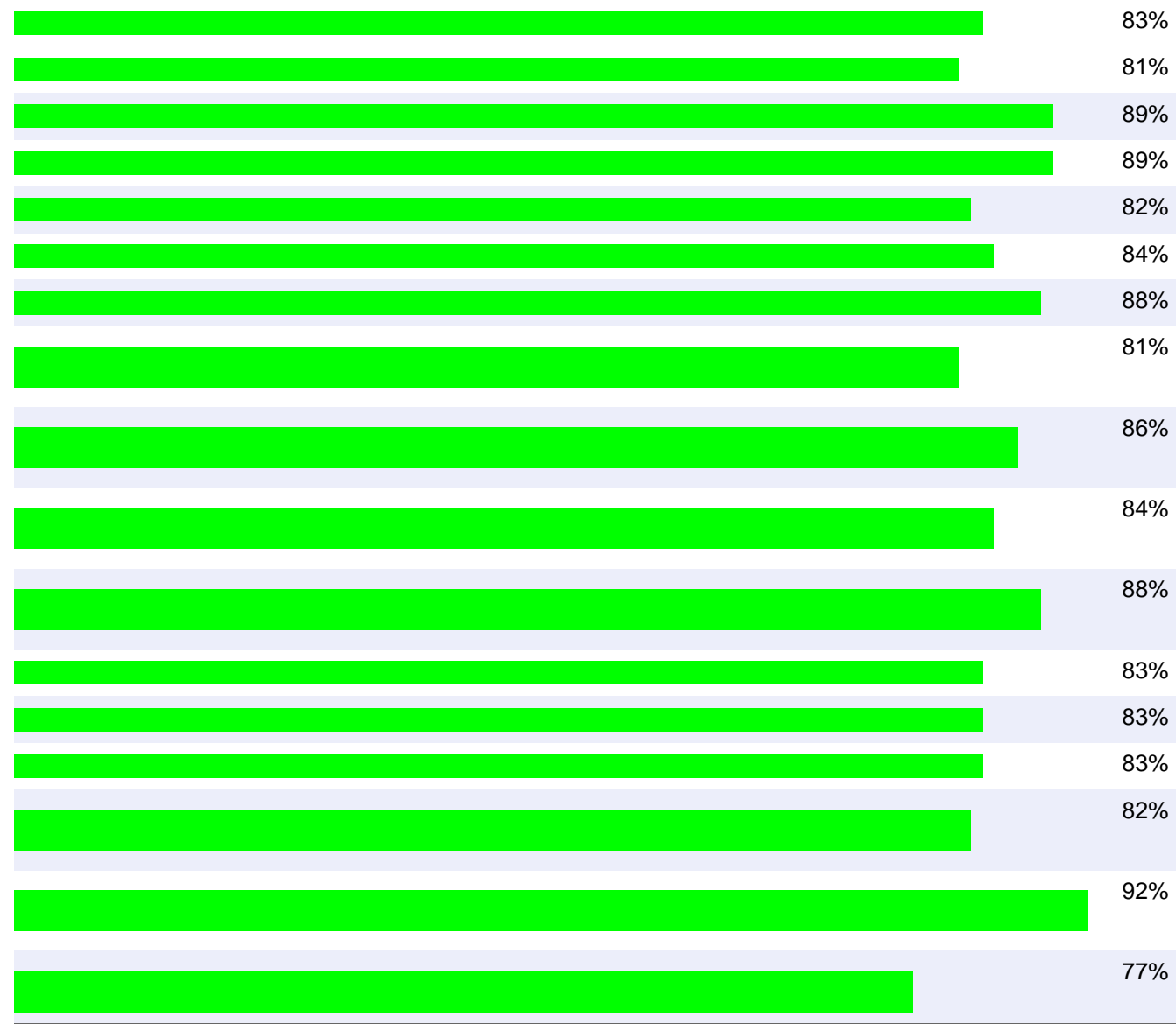
Louisiana hosp. view 1/12/2011

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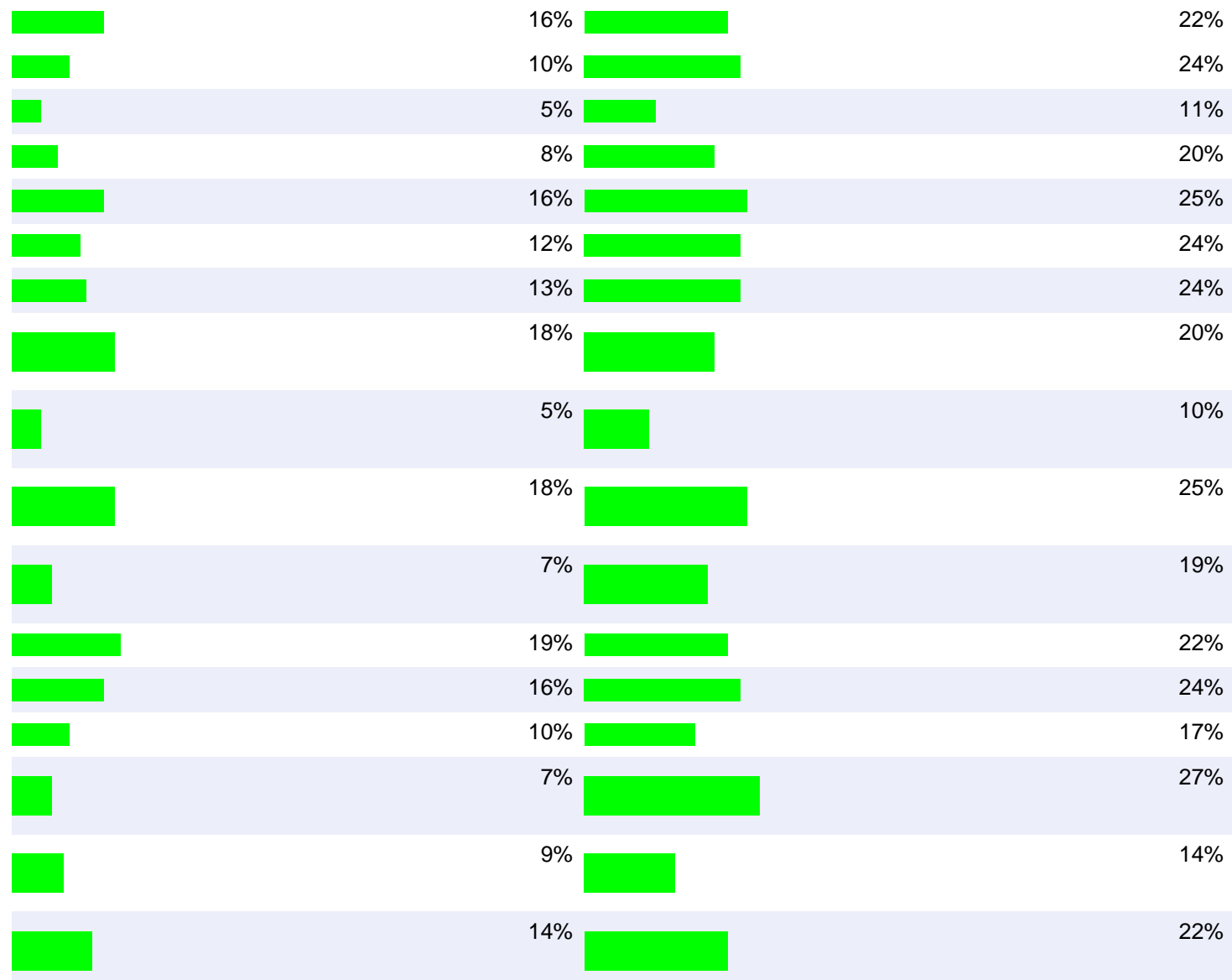
Louisiana hosp. view 1/12/2011

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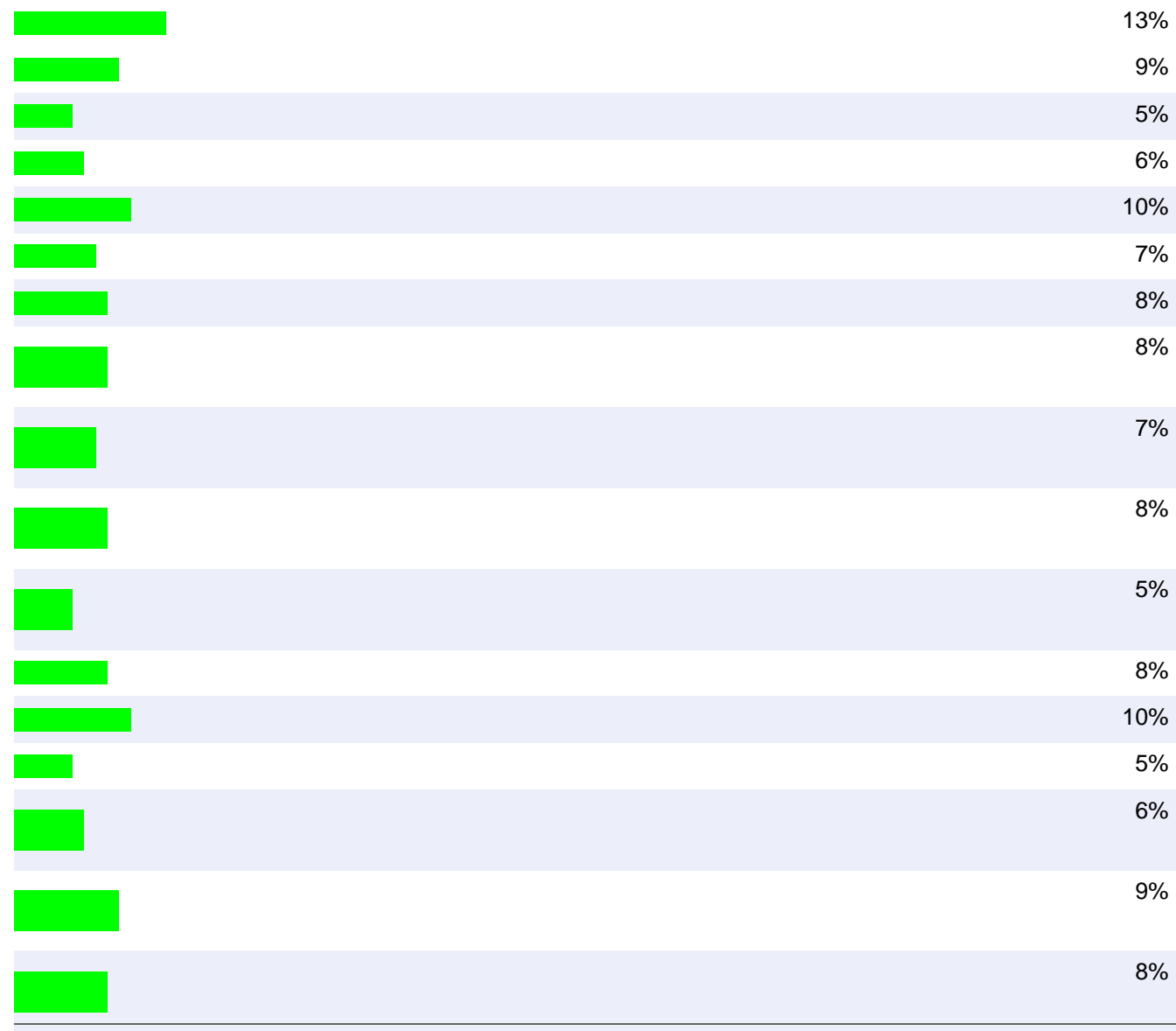
Louisiana hosp. view 1/12/2011

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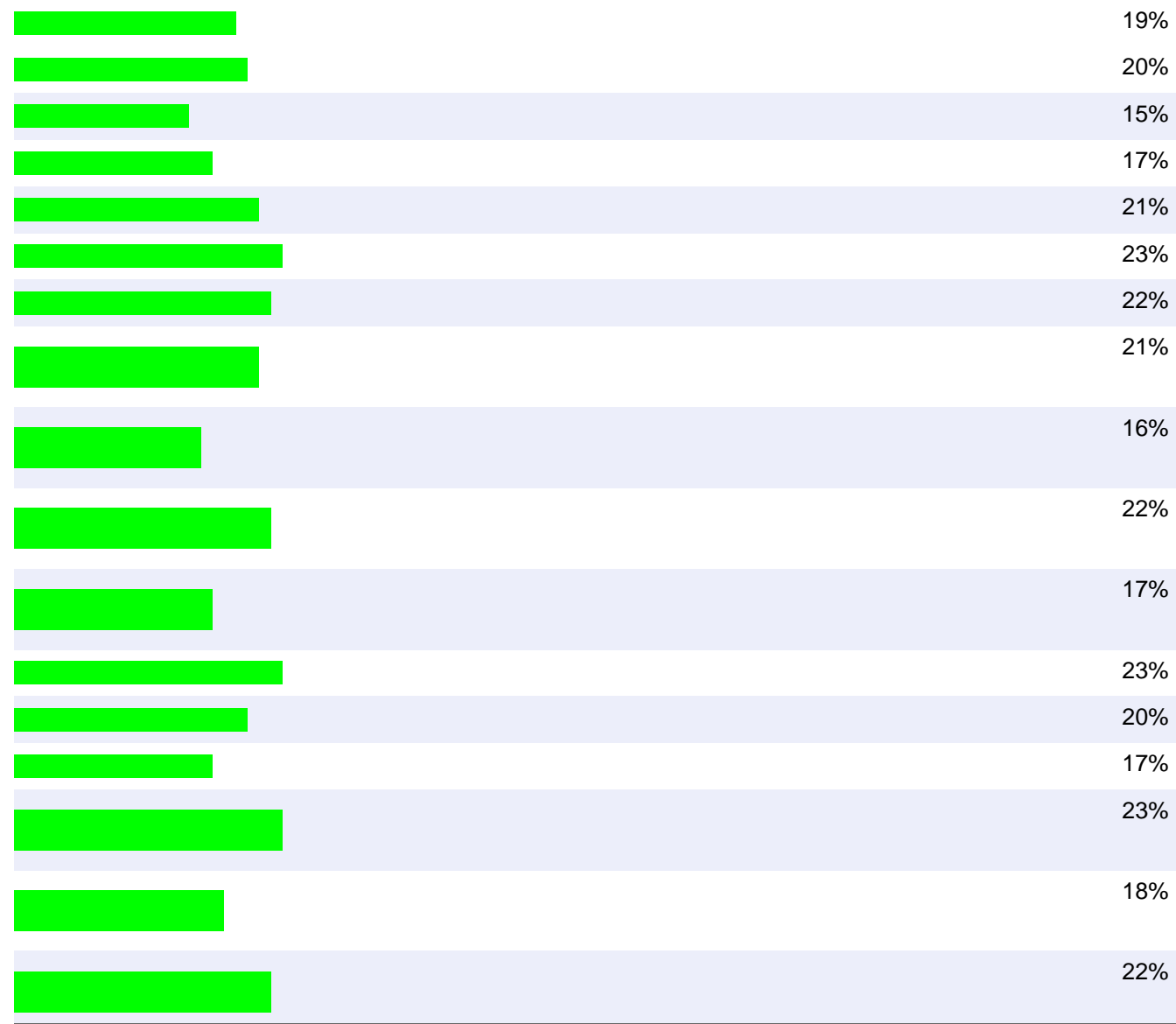
Louisiana hosp. view 1/12/2011

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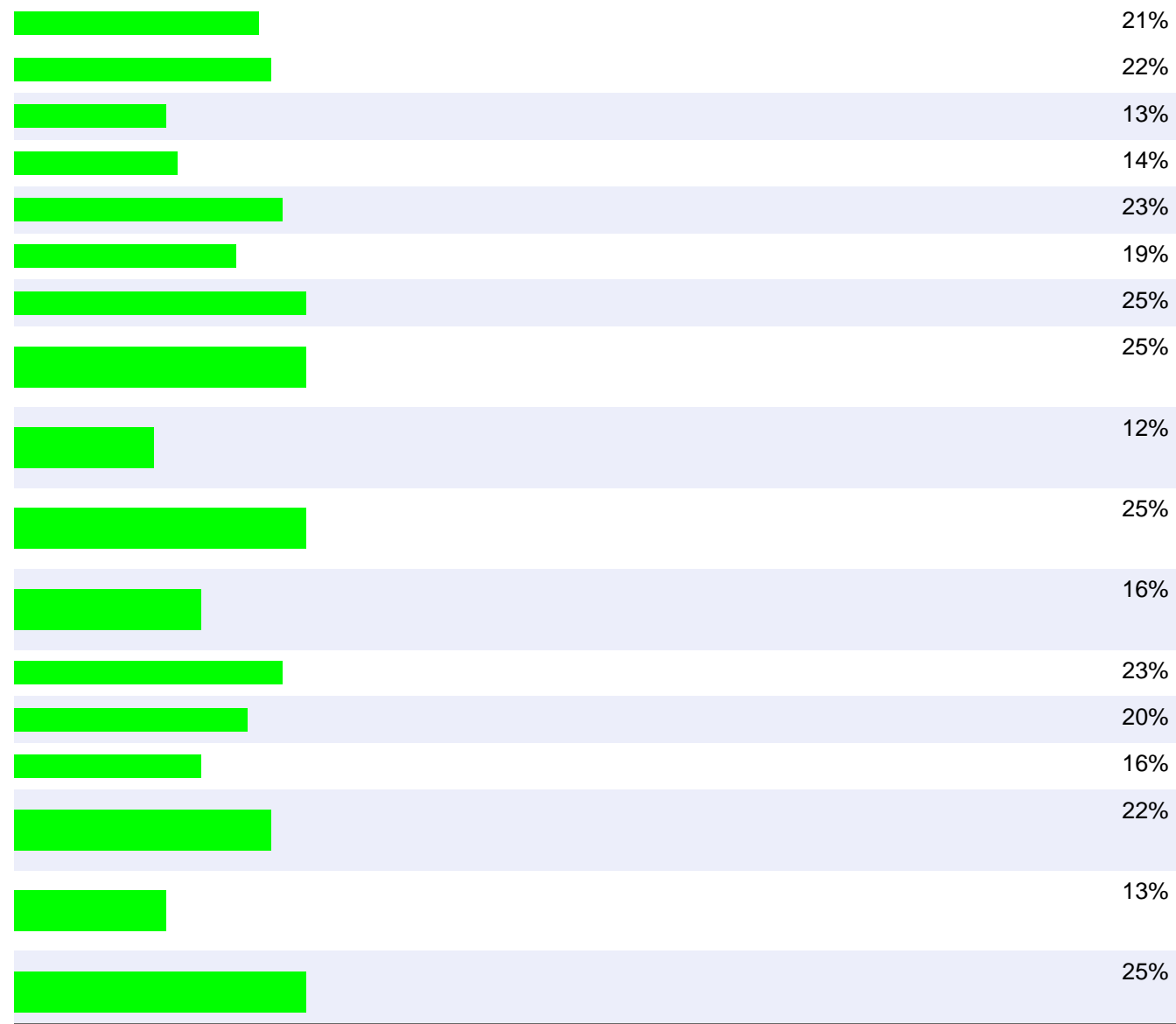
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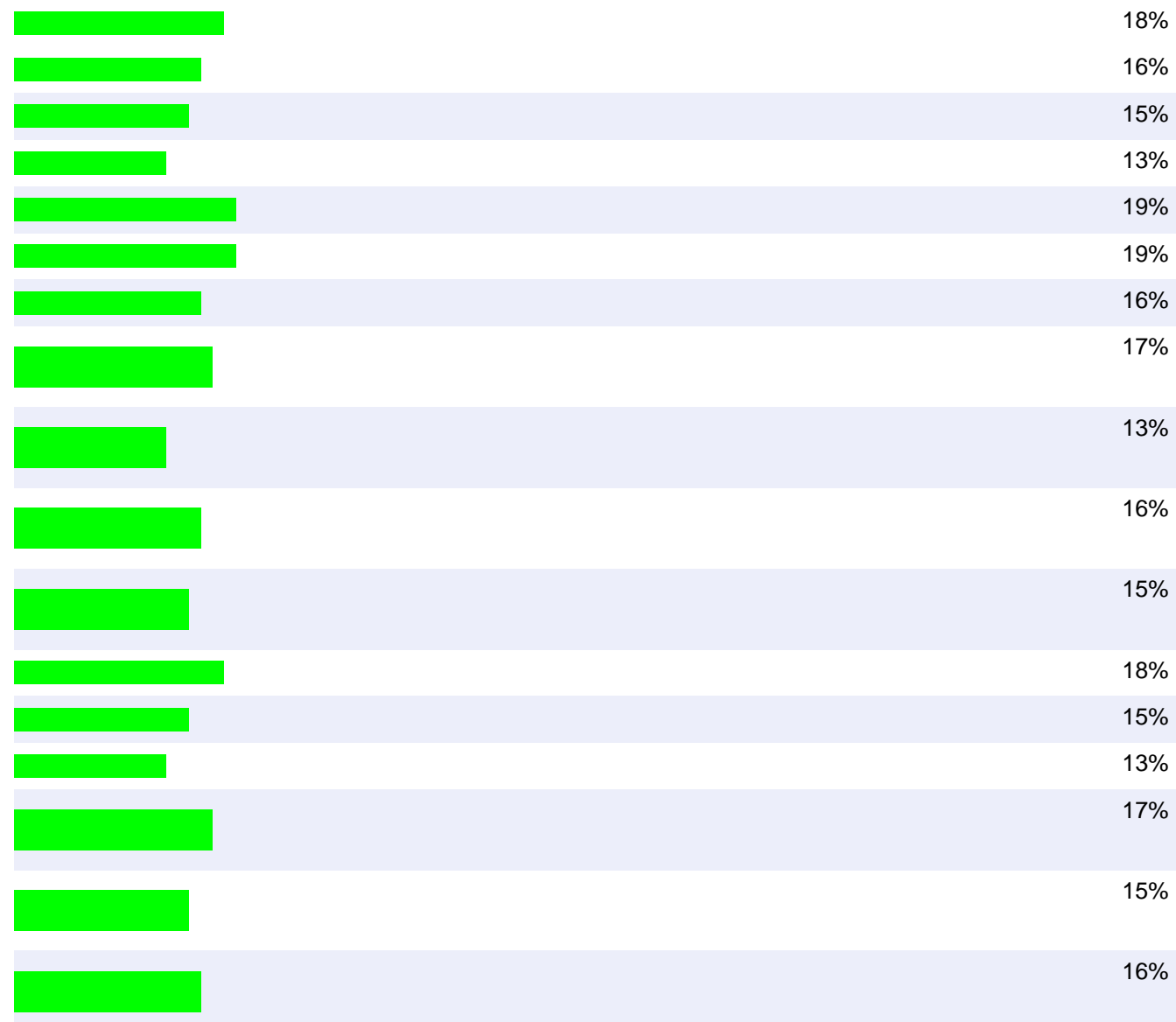
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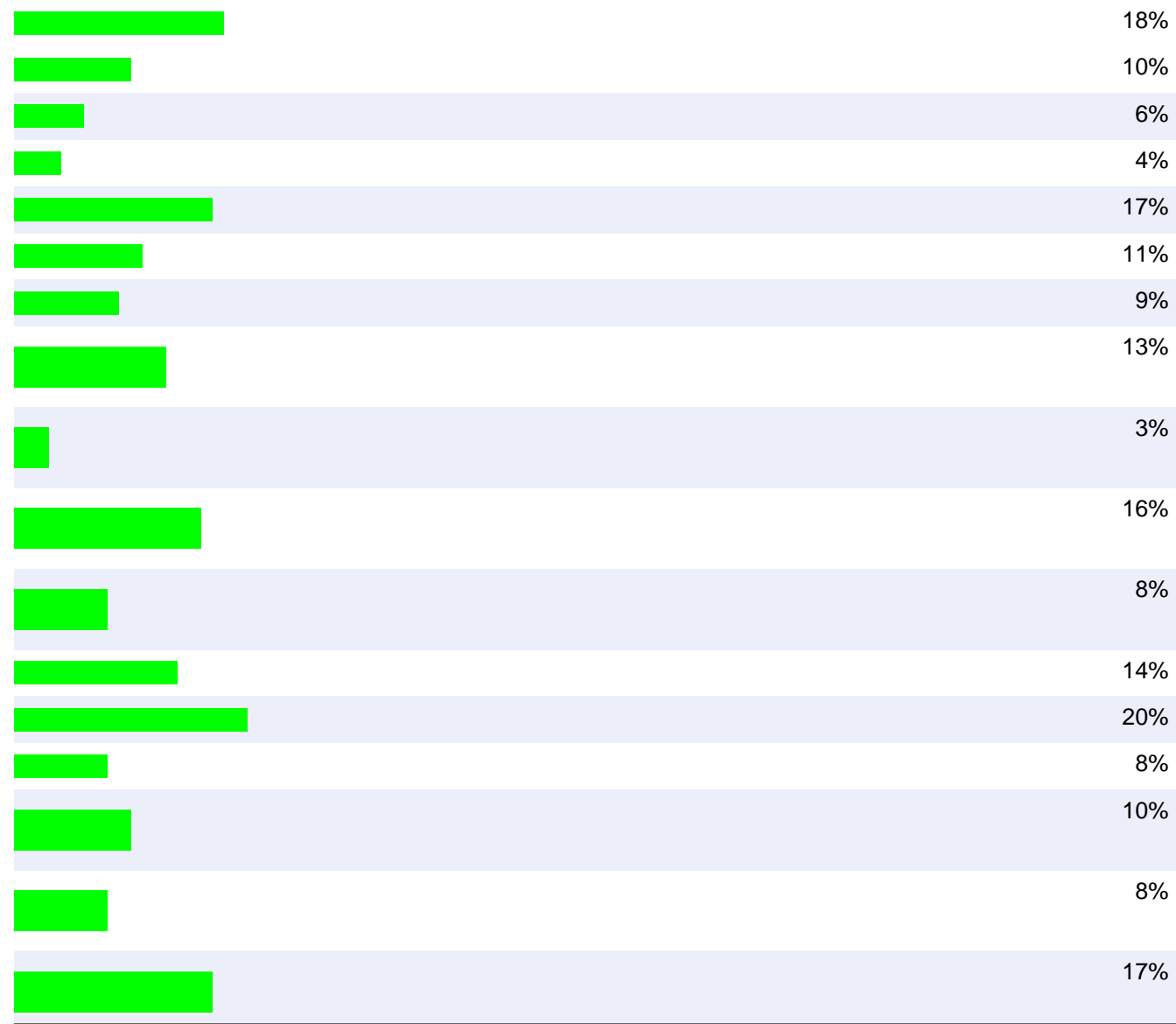
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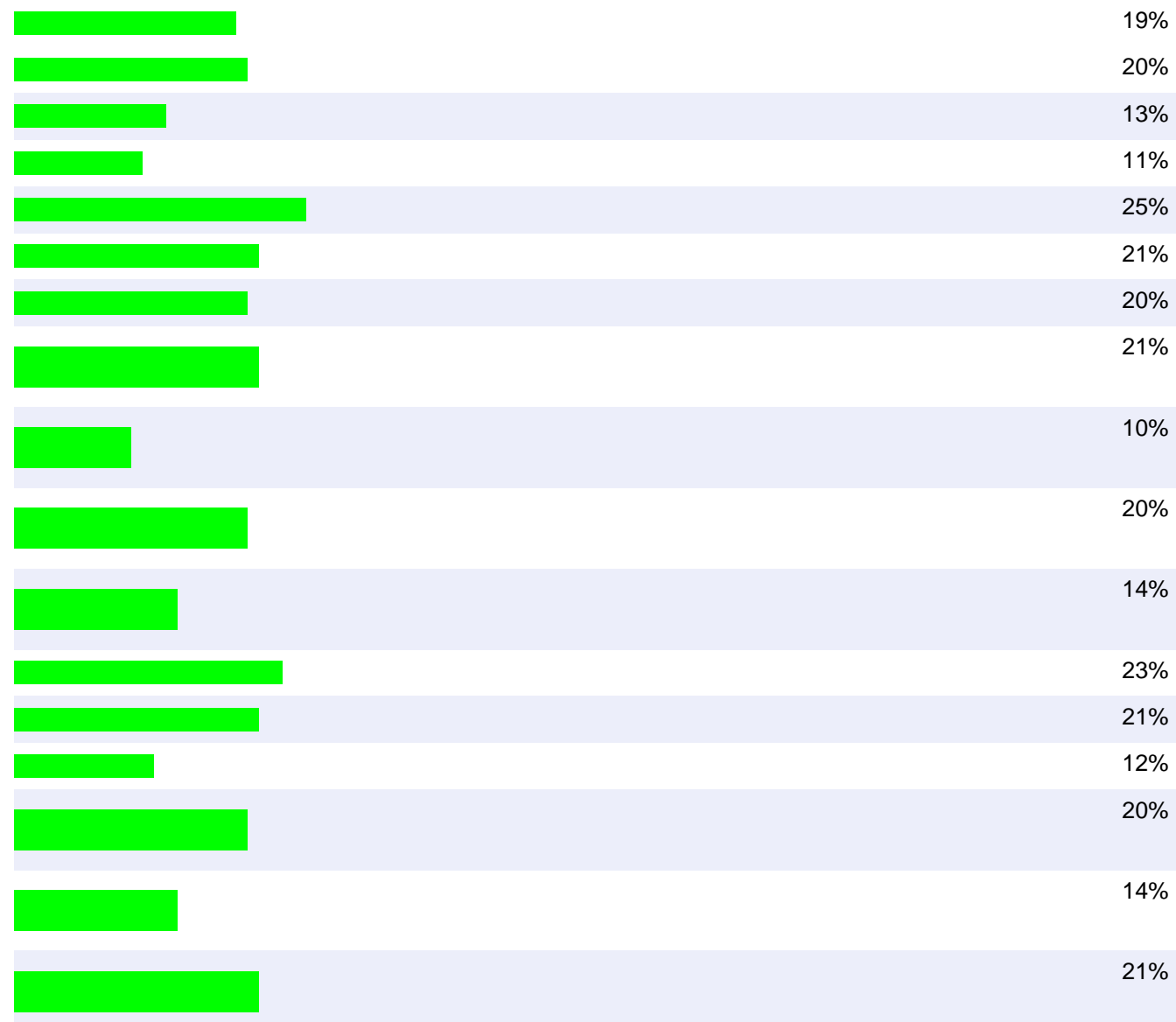
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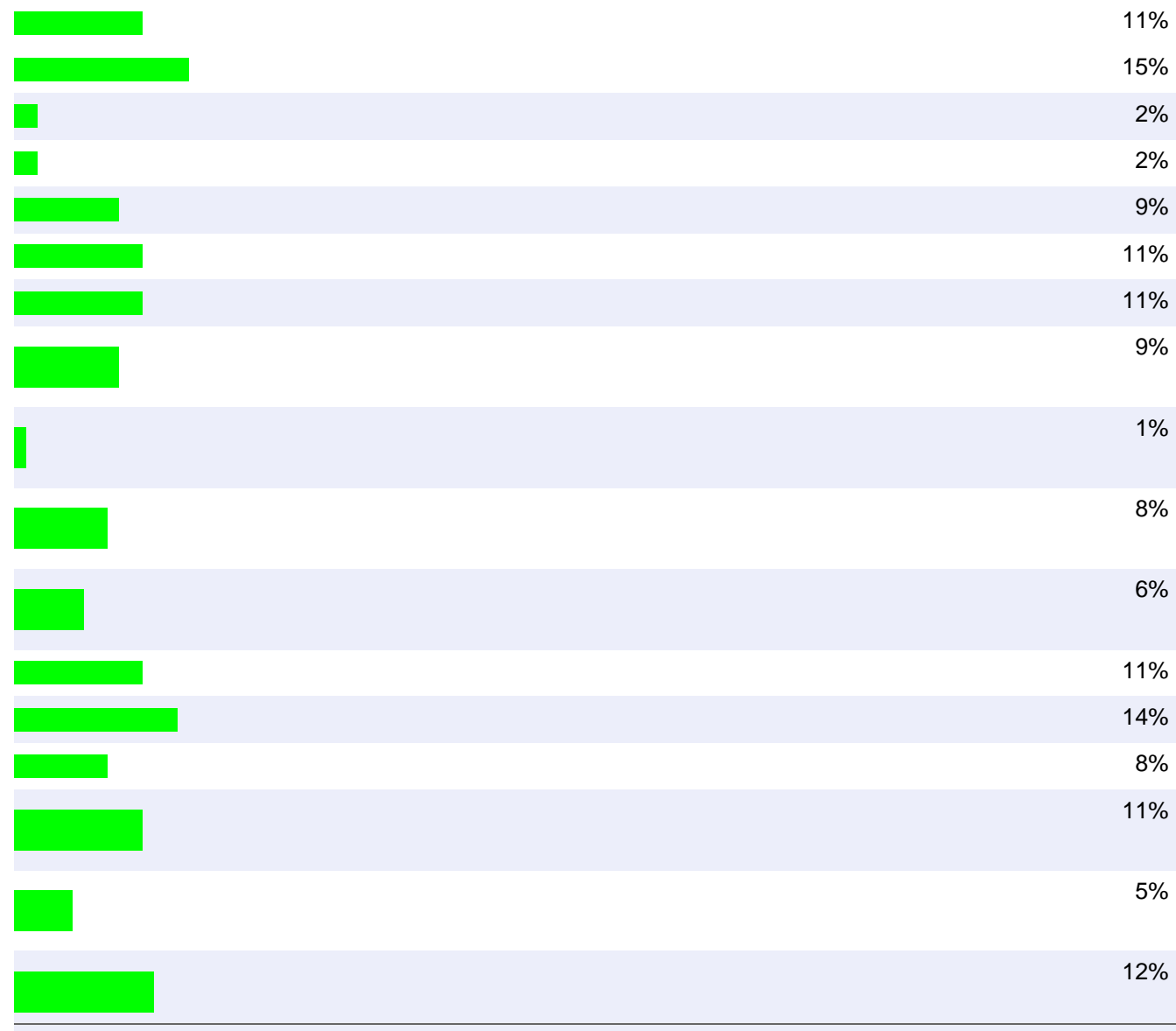
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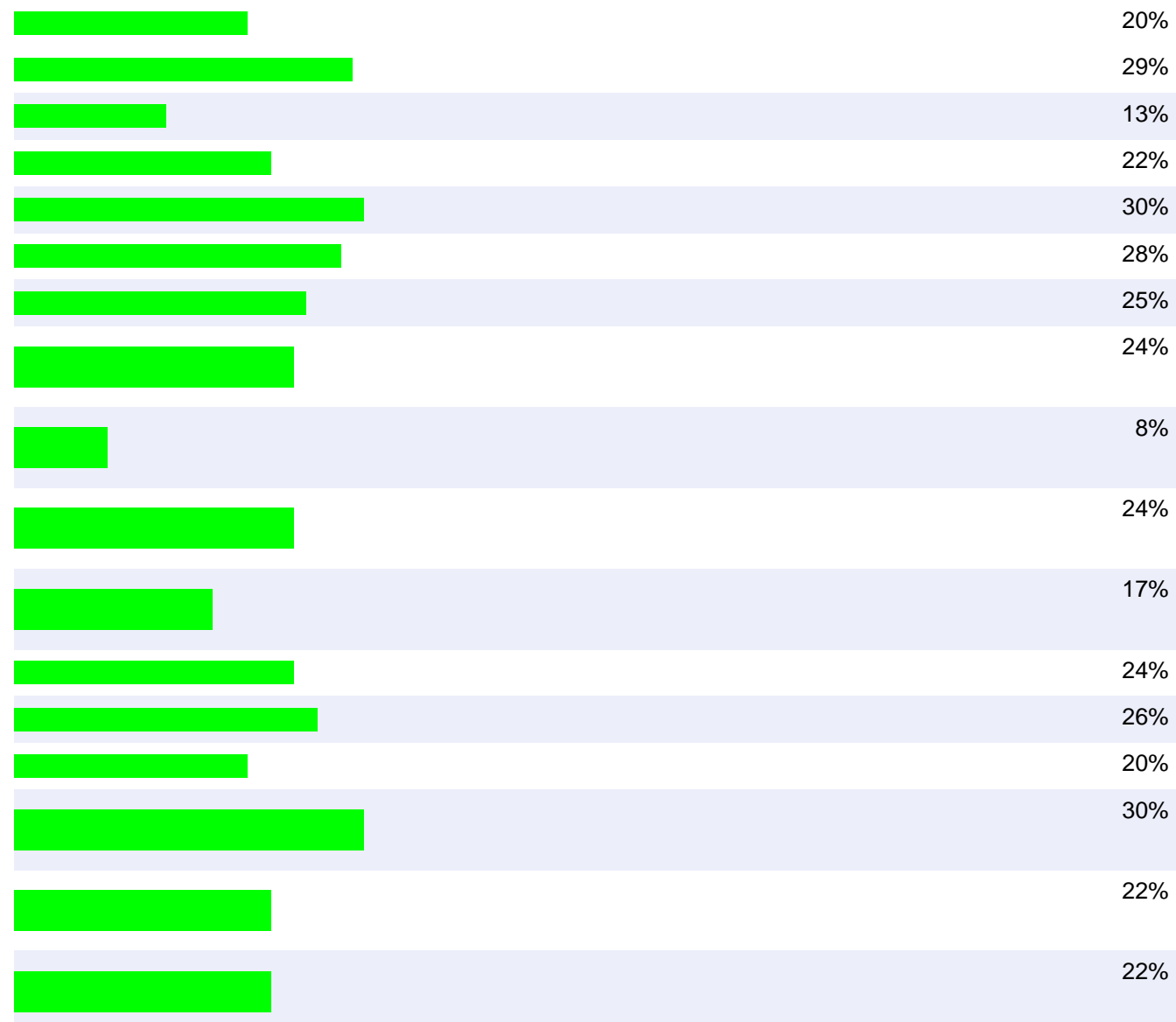
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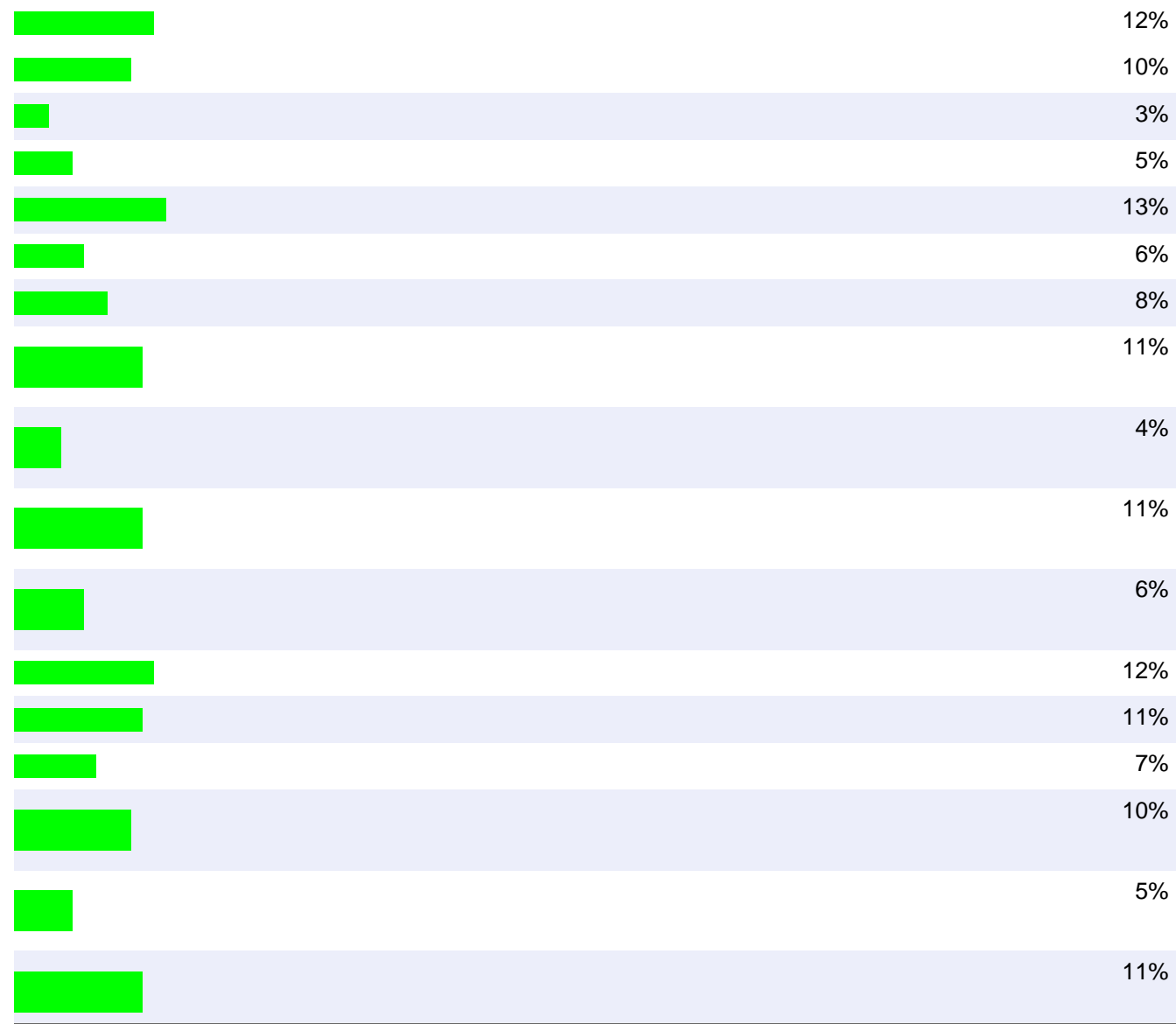
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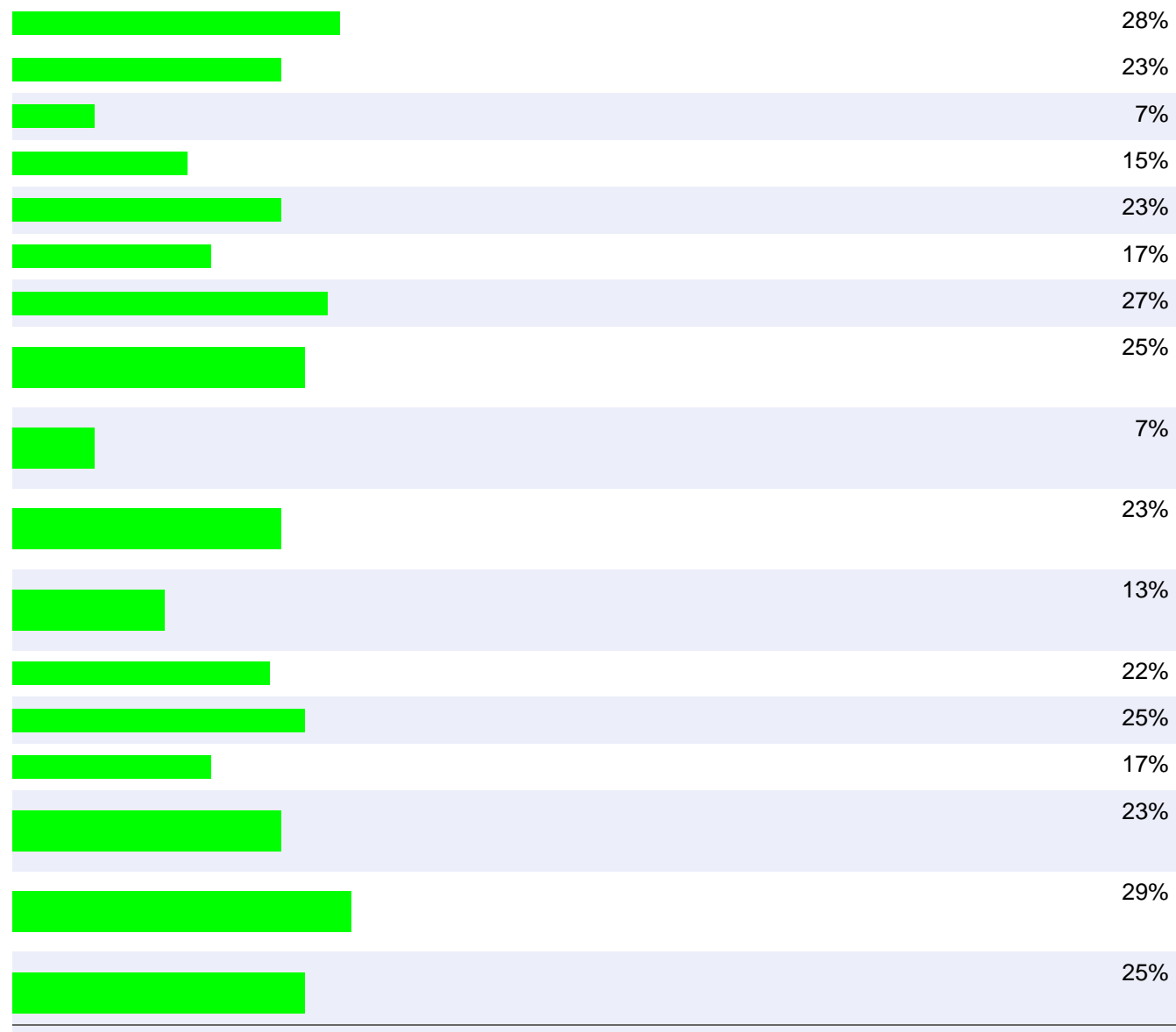
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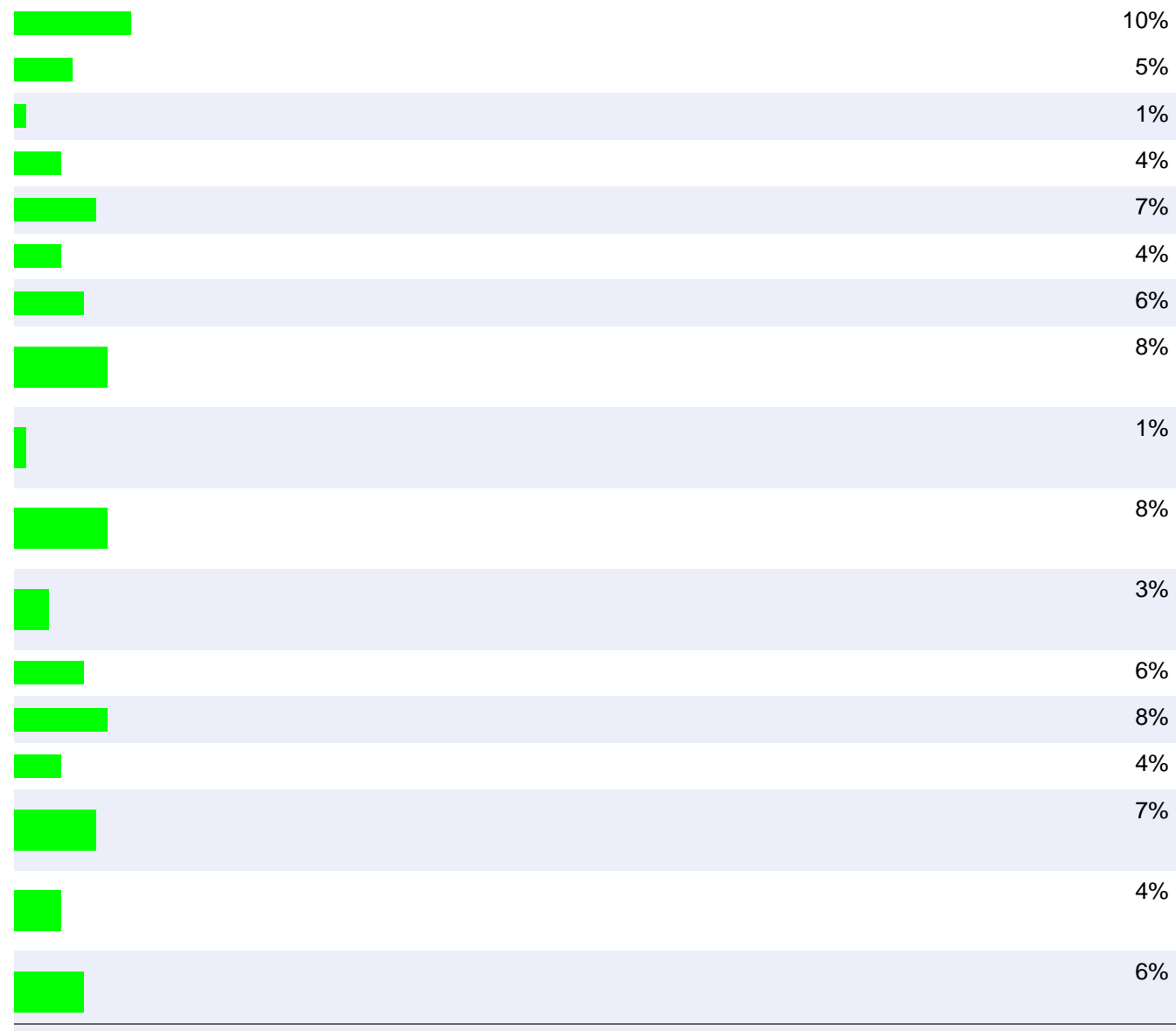
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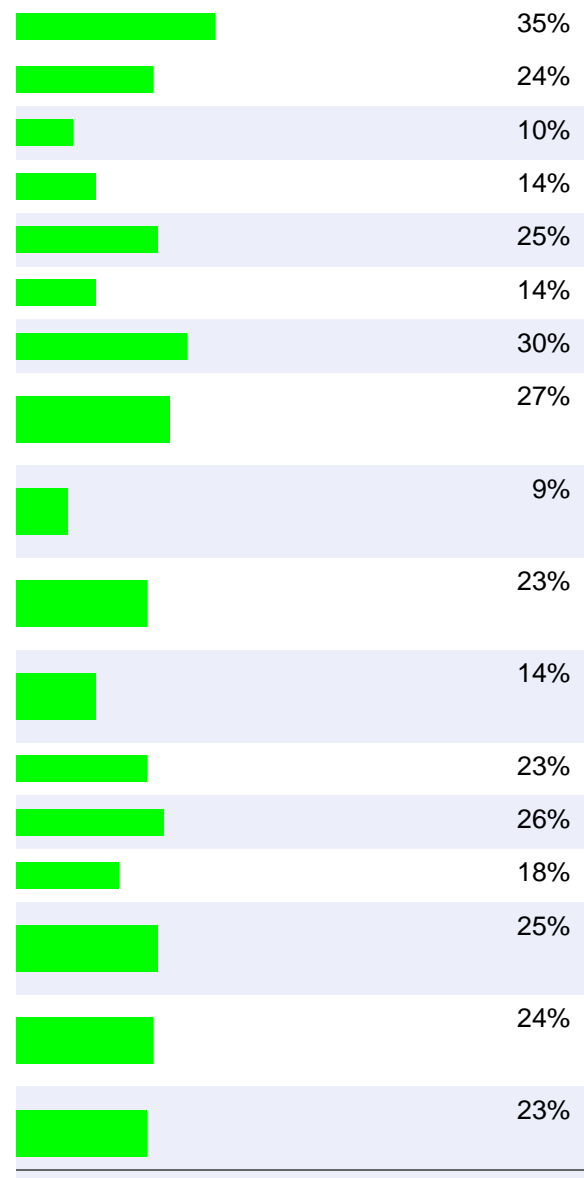
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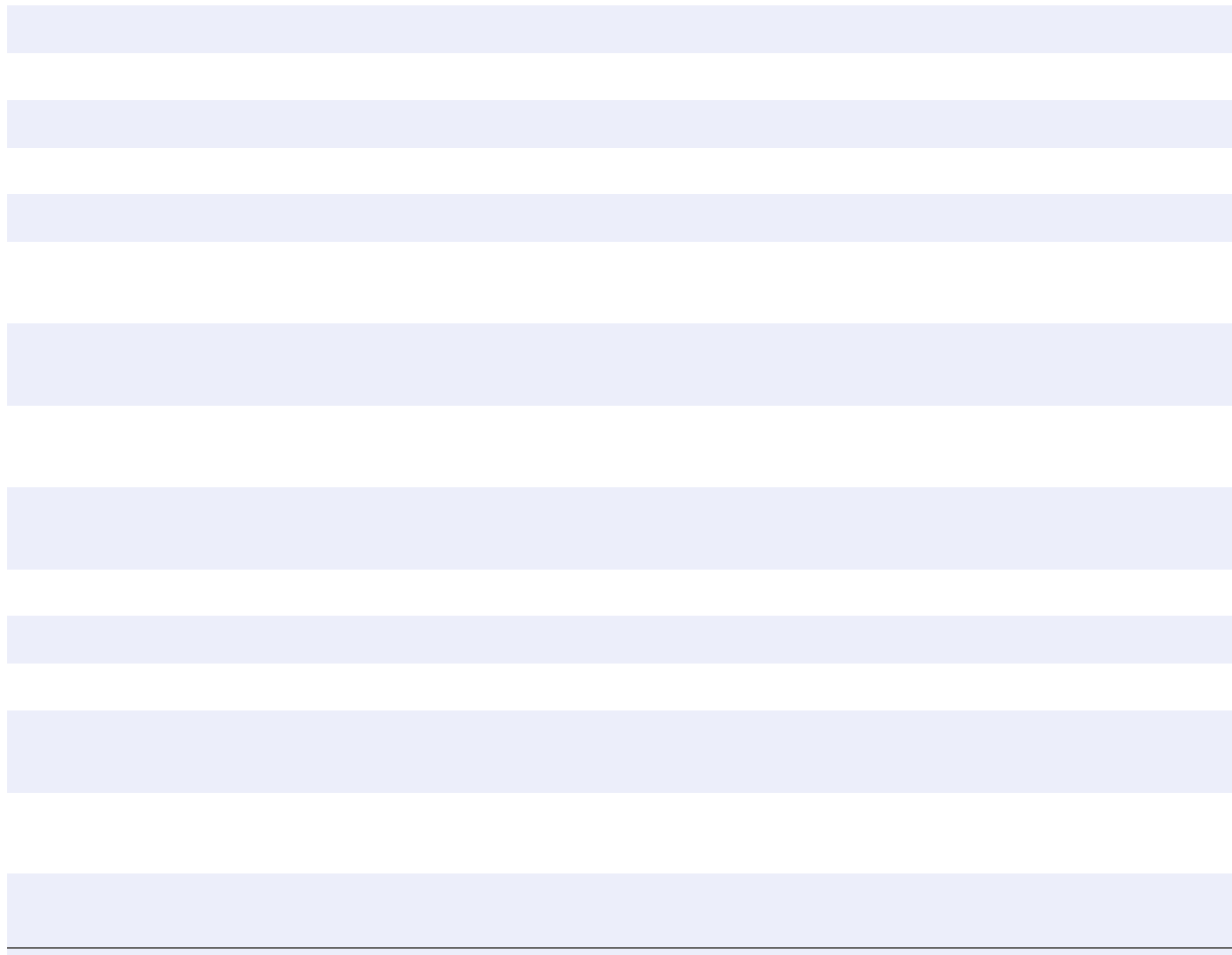
Louisiana hosp. view 1/12/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

300 or more		20%
300 or more		31%
300 or more		48%
300 or more		29%
300 or more		27%
300 or more		33%
300 or more		23%
300 or more		26%
300 or more		45%
300 or more		29%
300 or more		35%
300 or more		19%
300 or more		31%
300 or more		28%
300 or more		25%
300 or more		26%
300 or more		29%




Louisiana hosp. view 1/12/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



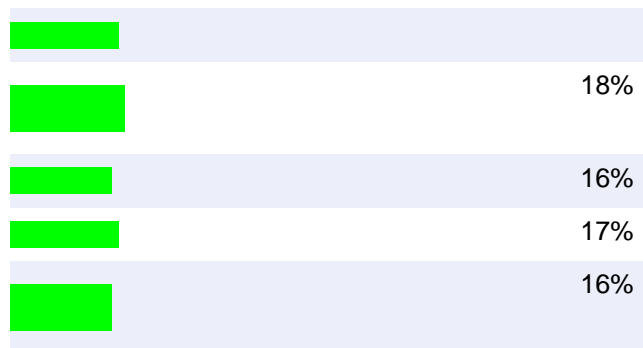
Louisiana hosp. view 1/12/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

CENTER			
WILLIS KNIGHTON BOSSIER HEALTH CENTER	BOSSIER CITY		4%
WILLIS KNIGHTON MEDICAL CENTER	SHREVEPORT		6%
WOMAN'S HOSPITAL	BATON ROUGE		4%
WOMEN AND CHILDREN'S HOSPITAL AT LAKE CHARLES	LAKE CHARLES		2%

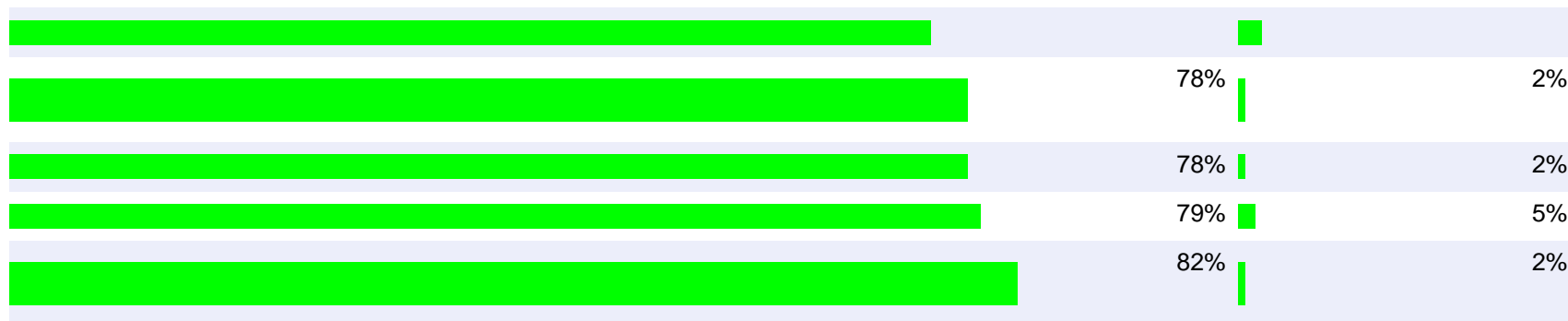
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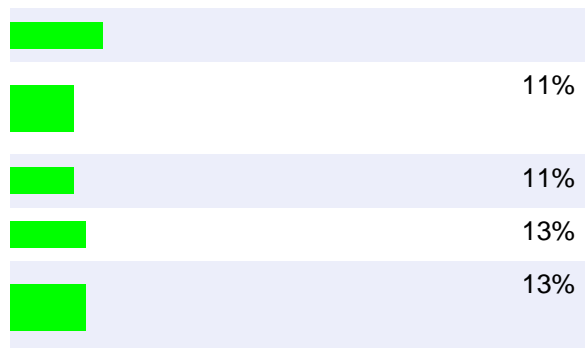
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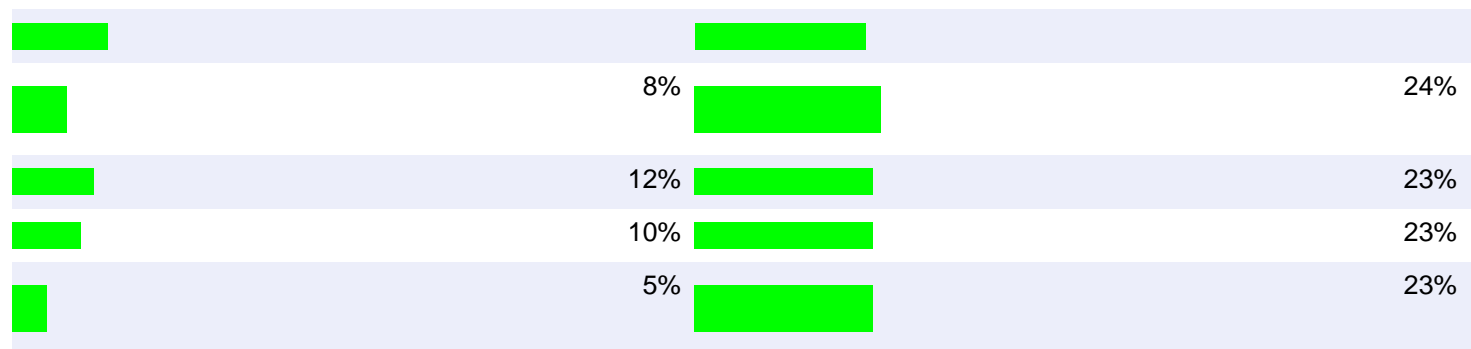
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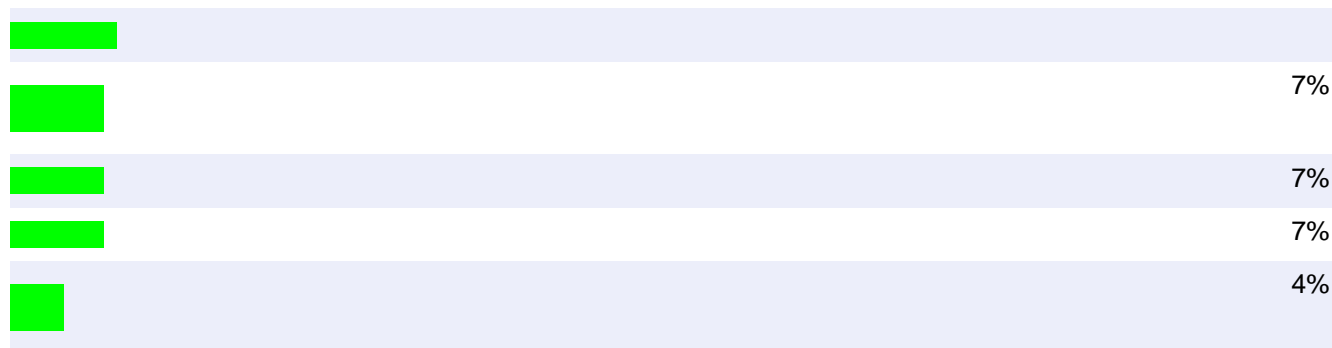
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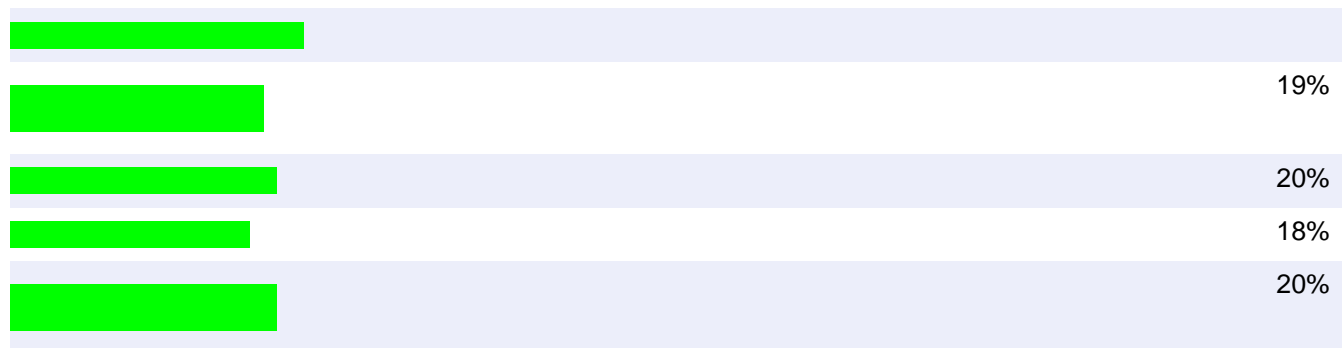
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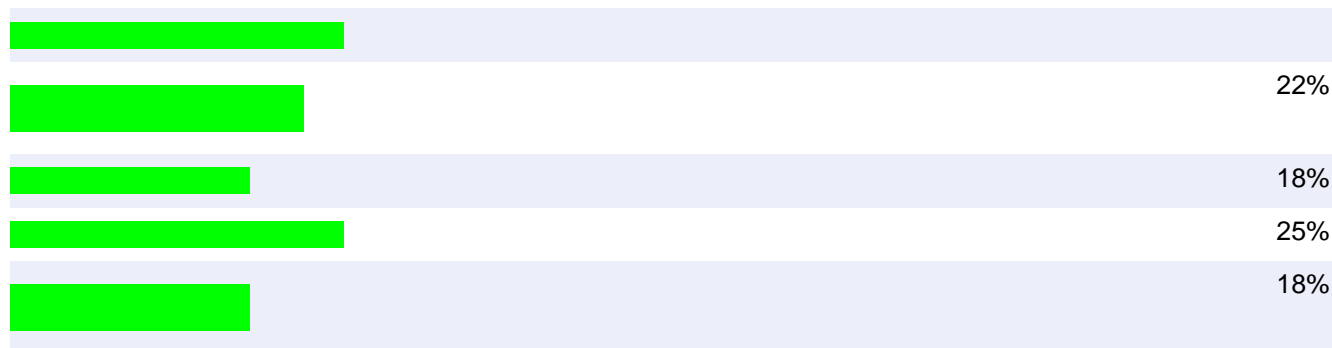
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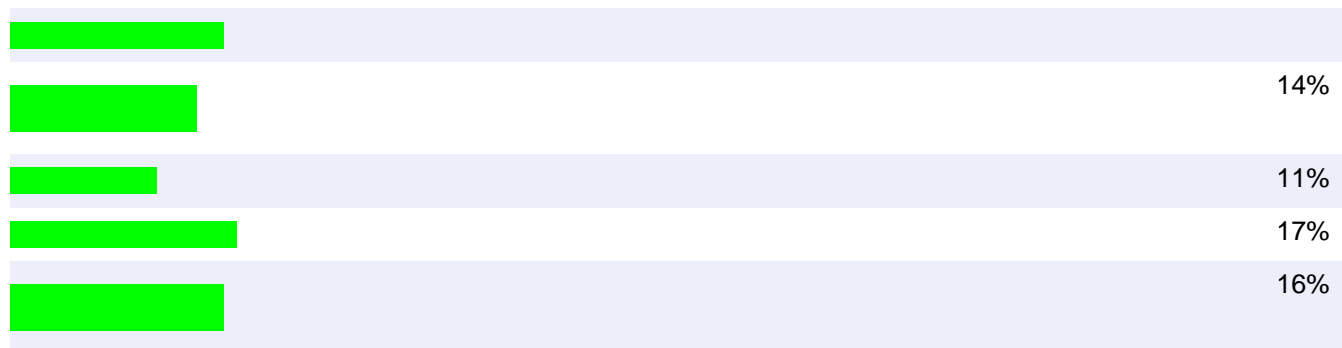
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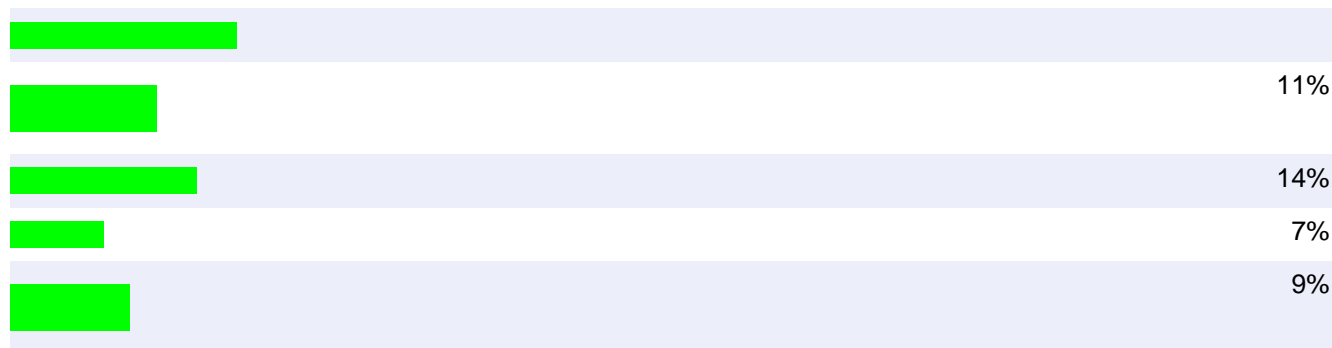
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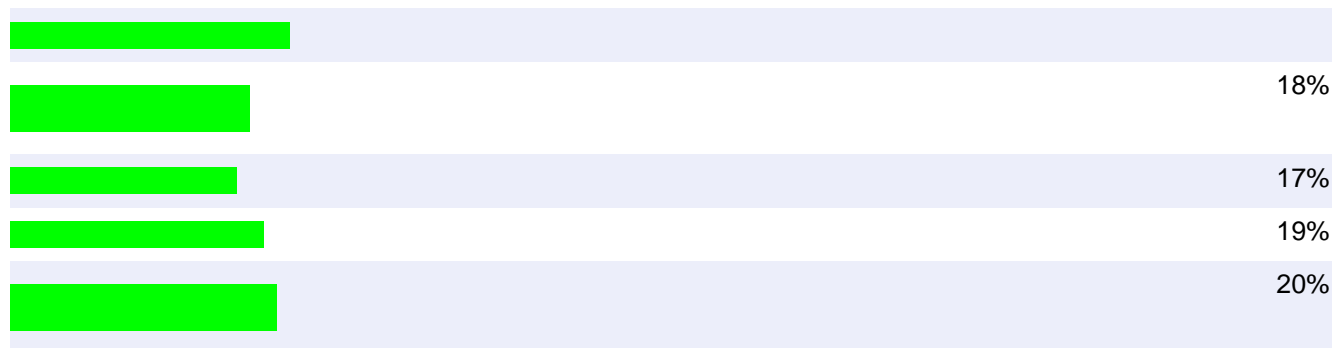
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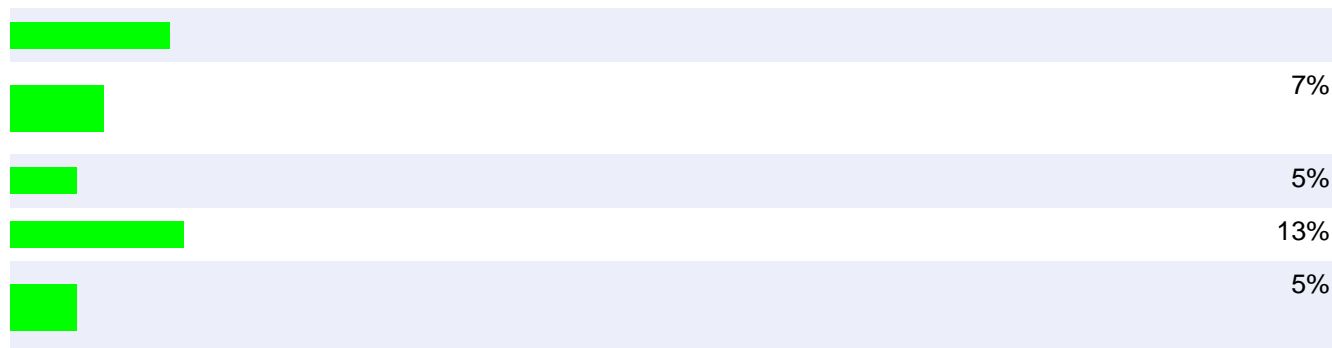
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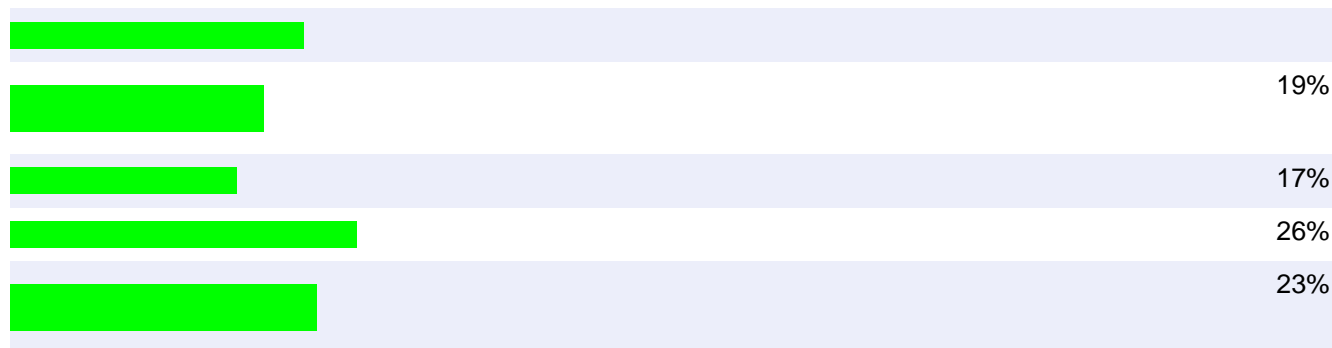
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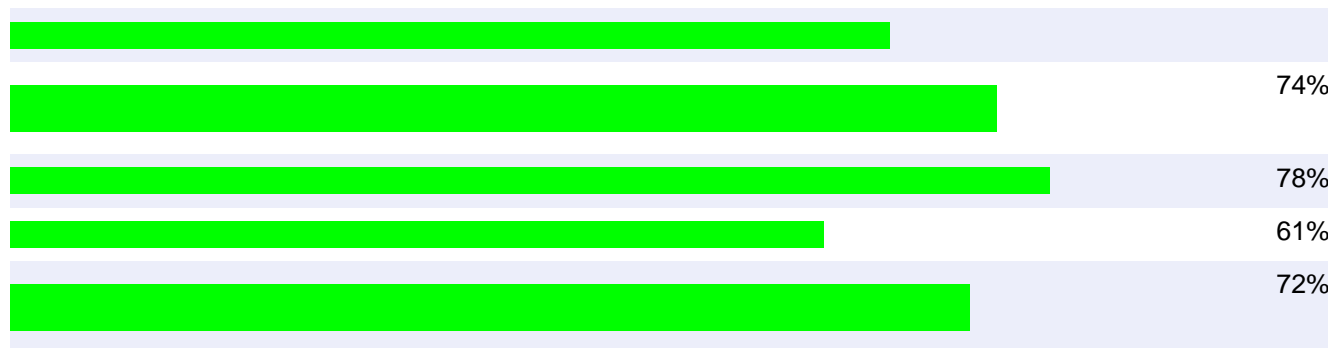
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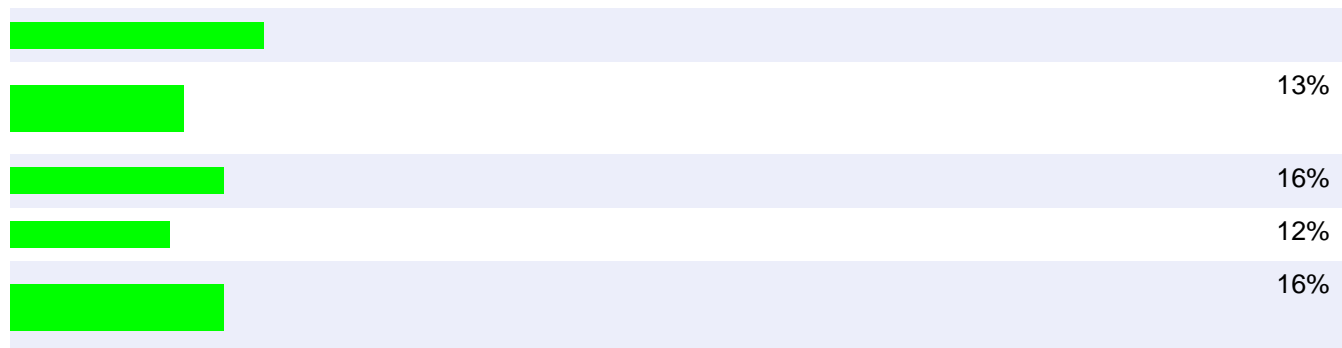
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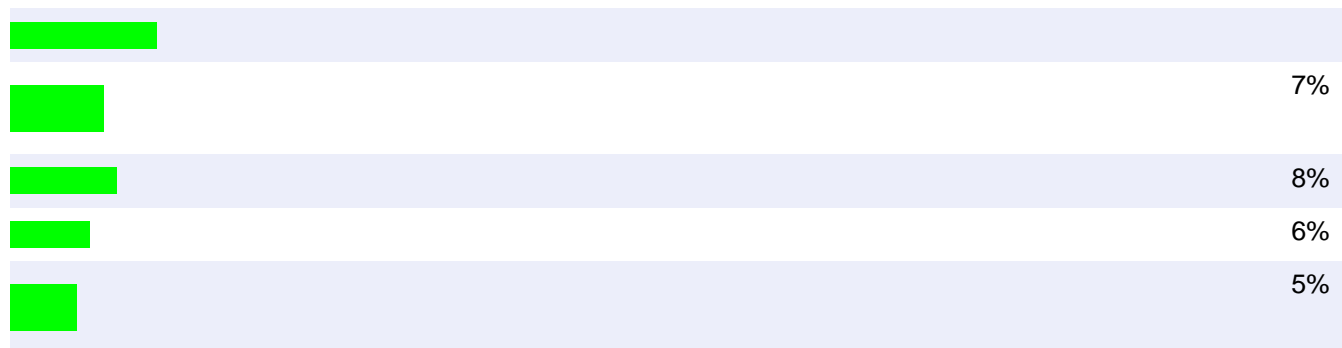
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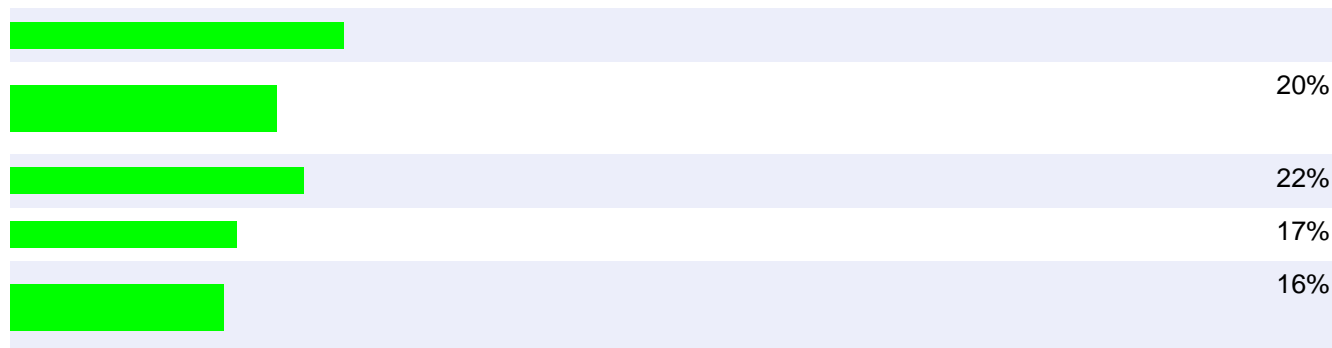
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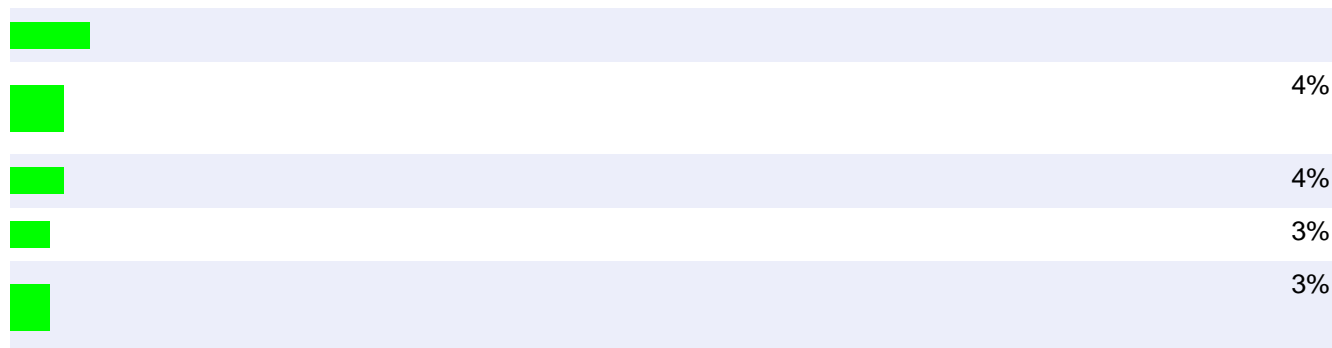
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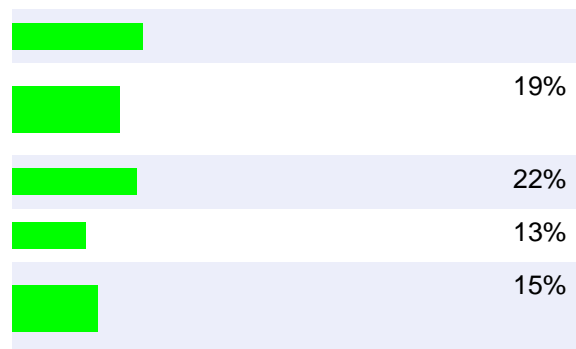
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